Introducing MECOMS™ As A Service, an innovative customer management and billing solution for Power and Gas utilities hosted, managed and maintained in the private cloud.

With nearly 40 years' experience and 40 companies in 15 countries running a traditional onsite version of MECOMS™ to power their utility business, we know a thing or two about what an energy company needs.

We are now pleased to announce the release of MECOMS™ As A Service, which for the first time makes the power of MECOMS™ available to start-up energy companies by providing all billing and customer management functions from the cloud with a simple and transparent “price per connection” pricing policy.

MECOMS™ As A Service combines all the necessary modules to enable new market entrants and smaller companies to start doing business in 3 to 4 months and as smoothly as possible.

The service provides Sales & Marketing, Customer Care, Billing and Finance Capabilities out of the box.

We have combined all best practices into a rapidly deployable solution which doesn’t require a significant investment or high infrastructure management & maintenance costs. The Service is kept up to date with regards to regulations, industry practices and software upgrades.

With MECOMS™ As A Service, you concentrate on the day to day running of your business whilst we manage the technical bits!

MECOMS™ As A Service will continuously be enhanced to empower energy- and utility companies to stay ahead of their competition.

MECOMS™  As A Service.

Your ‘pay as you grow’ meter-to-cash solution.

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10 Advantages of Software As A Service

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<tr>
<th>Advantage</th>
<th>Description</th>
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<tr>
<td>Clear predictable licensing model per connection</td>
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<tr>
<td>Requires internet connection &amp; end-user stations only</td>
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<td>Automatic upgrades by vendor</td>
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<td>No in-house technical skills required</td>
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<td>Scale as you grow</td>
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<td>Service availability guaranteed, including disaster recovery</td>
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<td>Optimal performance &amp; security</td>
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<td>24/7 Gold support included</td>
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<td>Compatible with all platforms</td>
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<td>No technical complexity, lower training costs</td>
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1. LAYERS OVERVIEW & BENEFITS

**Management**
- You operate your system or you can choose for a BPO solution.

**MECOMS™ Layer**
- We include all the functionality to operate as a B2C utility retailer so you have a system that is ready to go.
- It includes updates for the lifetime of the subscription to comply with all future regulatory requirements.

**Microsoft Layer**
- Upgrades are included so you will always be running the most recent version of MECOMS™ As A Service including all relevant Microsoft technologies.
- You will also get a full Office 365 subscription so you do not need to separately invest in licenses for Microsoft productivity software.
- Full ERP capabilities are included with Microsoft Dynamics AX so you can also run other business processes such as your finance, HR… without needing a separate ERP platform.
- We maintain it all, so for you it is total hassle-free

**IT Layer**
- We operate the IT hardware from the cloud so you do not need to invest in hardware.
- We manage the installation so you do not need to worry about the IT infrastructure.
- The IT infrastructure is scalable so you pay only as you grow.
- Backup and disaster recovery are included so you do not need to invest in a third party solution.

2. FUNCTIONAL OVERVIEW
3. HIGHLIGHTS

CUSTOMER MANAGEMENT

The connection between MECOMS™ As A Service and CRM allows you to get a 360° view on your customers which enables you to serve them better and to grow their loyalty. The CRM component will guide you to the ‘next best step’ in customer relations through guided processes. The system is fully mobile ready which means you can use MECOMS™ As A Service on all your mobile and fixed devices.

MARKETING AUTOMATION

MECOMS™ As A Service provides also lead generation and nurturing. Because all customer data, usage, payment history, contact preference information etc is stored within a single system your communications with your customer are informed and timely. The Marketing Automation component will help you to start up campaigns and to improve the communication with your customers. Get in touch with your customers to improve your customer services or before you launch new product to figure out exactly what they expect. You can create and capture forms and surveys, score your customers and track their interactions on your website or in the social media. The system will also support you in managing e-mail communications and text messaging. This component is completely workflow- and WYSIWYG driven so you don’t need technical know-how to set things up.

ONLINE

We have included mobile and self-service portals so you do not need to invest in a third party to design these elements as they are already provided by a company that understands your needs as a utility provider. Your customers can, for example, check their bills, enter meter values, update their contact details or switch to another price plan. Your advantage is a lower cost-to-serve because your agents can spend more time on activities to improve and grow your business.
SOCIAL ENGAGEMENT

Most of your customers are online. The Social Engagement component lets you get in touch with them in the way they want it. **Communicate, advise and support your customers** through the Social Media. Discover **what people are saying** about your company and look at what keeps them busy to improve your brand strategy and customer loyalty.

REPORTING & ANALYTICS

Get an accurate overview of the current situation of your business through our built-in **analytics and dashboards**. Quickly determine your priorities and focus in order to make the right strategic choices. These kinds of insights enable you to stay agile as you can predict what will happen next.

MECOMS™ As A Service...

1. Provides a full suite of Sales & Marketing, Customer Management, Billing and Finance capabilities specifically tailored for UK energy companies (more countries to come)
2. Guarantees full regulatory requirement both now and in the future – free of charge
3. Provides customers with upgrades to the latest version of the software free of charge throughout the lifetime of their subscription
4. Comes with full back-up and data recovery as standard
5. Comes with a transparent and simple pricing scheme based on a price per connection – And that’s it, no hidden extras!

Interested to know more?

MECOMS-as-a-service@ferranti.global

www.mecom.com
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