

FERRANTI



MECOMS 365

Software built for Energy Suppliers

Customer experience is key to successfully growing your business. Offer a flawless experience by being available 24/7 for your customers and stay ahead of your competition by using valuable insights provided by the platform. Diversify your services while keeping your cost to serve low.

How do you service your customers?

Whether you are servicing the residential or commercial market, the continuous changes in the industry are enough to give any supplier a headache. Let MECOMS 365 help you, with **our in-depth knowledge**, state-of-the-art technology and utilities expertise.

MECOMS 365 enables **accurate timely billing** and **swift debt management**, a true **omnichannel experience** driving customer experience forward. MECOMS 365 gets you ready for diversification of your services and products with **complex pricing and time series management included** in our platform. Is your current system causing issues related to complex pricing, market communication, large data and smart meter scenarios, let's chat and see how we can help you out.

What's in it for you?

Adaptable to country specific regulations

Interactions between different suppliers and communication with central hub implementations in a liberalised energy market are highly regulated. We, together with our local partners, have a profound knowledge of these regulations, and we can accelerate your project by leveraging our MECOMS 365 **country templates**, out-of-the-box implementations of market interaction processes and messages applicable in your country. Country templates are implemented on top of the MEEP (MECOMS Enterprise Extensibility) platform, a core component of the MECOMS platform, enabling the **flawless integration of business processes** implemented in MECOMS with your up- and downstream applications.



What's in it for you?

A flawless pricing and quoting engine

Calculating and applying the right quote and price in the commercial energy supply market, whilst achieving target margins is crucial. MECOMS 365 comes with a Pricing & Quoting engine framework that is extensible to cover any supplier-specific pricing and quoting requirements, rules and calculations but it is also able to integrate with 3rd party pricing & quoting calculation engines. With the advent of smart metering, hourly billing and other smart pricing mechanisms are becoming the new standard for domestic customers. Make sure you are ready for this opportunity.



What's in it for you?

Offer excellent customer service 24/7

In a highly competitive residential energy market, customer loyalty is not a given. Your end customers expect **top-notch customer service** and experience, fast and to the point. Complexity kills customer service. An omnichannel CRM approach, including **a self-service portal, intelligent chatbots** and more are supported natively by the MECOMS 365 platform. This creates a seamless experience for your customers and for your employees whilst addressing the inherent complexity of the energy market.

What's in it for you?

Meeting ever-changing business needs

A sustainable greener world is becoming a reality. Solar and wind power, distributed energy production and other technology developments impact your existing business processes and introduce new processes. The MECOMS 365 platform is **open, customizable and ready to support your updated business processes** now and in the future. Agility and time to market is more and more important. A combination of **flexibility in configuration and low code platform** capabilities allow you to adopt to change faster than ever before.



What's in it for you?

Controlling the Smart Meter Data flood

Large-scale smart meter rollouts are a reality and are supported by MECOMS. These smart meters enable new possibilities for energy suppliers. **Hourly-based billing** using MECOMS 365? No problem! MECOMS 365 supports the processing of this data, providing **analytics and insights** on this information and presenting it to the customer via **self-service tools and apps**. Having a lot of data is one thing, but integrating this within your business processes and enabling use cases to create **new opportunities with this data is a key success factor**.



What's in it for you?

Simultaneous support for manual, automatic and smart meters

Utilities will need to deal with the legacy of historical meter parks for a long time. MECOMS 365 is capable of **simultaneously handling manual, automatic and smart meters**, enabling a **gradual upgrade** of the existing infrastructure.

What's in it for you?

Multi Commodity

While the gas market has similarities with the electricity market, the differences are considerable. The transported energy of gas depends on the calorific value, quality, temperature and pressure of the gas. Furthermore, liquified gas can be stored and carried, creating an entirely different market dynamic. MECOMS 365 has been **implemented at gas companies in many countries**. The gas market blueprint is designed to handle specific aspects of this complicated business natively. **MECOMS 365 is truly multi-commodity** which allows you as an energy supplier to **broaden your services** and also tap into non commodity services, diversifying your offer in the market.

Software built for Energy Suppliers



Highlighted MECOMS 365 solutions and capabilities energy suppliers.

Most of the solutions highlighted below have been **implemented with existing customers**. As there are many options within the platform, we are happy to have a conversation to see what **other capabilities might suit you**.

Customer Information System



Customer Management

By making use of 360° cockpit screens you have a complete overview of your customer, including their contracts, invoices and cases.



Billing

Rapidly deliver impeccable bills, encourage timely payments and maximise the payment rate of every customer segment.



Payment & Collections

Maximize the amount of timely payments, while minimizing the dunning costs.



Product Management

Create or manage your products in a very efficient and flexible way.



Contract Management

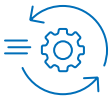
MECOMS 365 allows you to have fixed, semi-flexible and full flexible pricing models. Advanced contract conditions, such as automatic renewal, auto-balancing, cash-out and take or pay, are all possible.



Document Fulfillment

Create, modify and control your various branded documentation from within the platform.

Customer Engagement



Marketing Automation

Automate various marketing tasks, actions and campaigns to make sure that you have the best customer experience.



Sales Management

Sales management will help your salespersons in following-up their different opportunities and prospects to convert them into projects and customers.



Customer Service

The customer service module helps you in tracking all customer activities through cases, records all interactions with your customers and solves the different problems they might experience.



Customer Insights

With the AI & Machine Learning capabilities, churn can be predicted, next best actions can be followed, and product recommendations can be given.



Omni-channel Communication

Help your front office agents to better communicate and interact with your customers via chat, video, voice, etc.



Virtual Agents

Empower your teams by building chatbots in a no-code interface.



Customer Self Service

Your end-customers have the ability to log on to a self-service portal that enables and empowers them to find the correct information, to register a request or resolve issues.

Pricing & Quoting



Product Configuration

Design the products you want to bring to the market and easily adapt them in this fast-evolving industry.



Quoting

Automate your sales process from qualifying a lead, creating an opportunity and calculating different quotes for an account.



Dynamic pricing

Our dynamic pricing solution can help you optimized the billing cycle for dynamically priced contracts using the latest market pricing data.

Meter Data Management



Smart Metering Management

The MDM module provides you a two-way communication with smart meters and is able to process large volumes of smart metering data.



Meter Reading Management

Read efficiently all the meter data you obtain and discover optimisations thanks to the data stream of periodic meters.



Meter Information Management

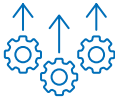
Meter Information Management allows you to store all information about the metering device itself.



Validation and Calculation

Your meter readings that are received via various channels can be stored and validated in MECOMS 365.

Integration & orchestration



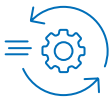
Integrate

The MECOMS platform empowers business owners to easily integrate their increasingly diversified systems and applications across on-premises, cloud, and hybrid environments, enabling them to rapidly adapt to changing business needs and centralized all their integrations points in one flexible platform.



Orchestrate

With our robust platform, businesses can confidently manage their end-to-end processes with ease, eliminate manual errors, and automate all business workflows as complex as they might be.



Automate

Process automation is a key aspect for any enterprise to scale up and optimize operations. The MECOMS 365 platform gives all the necessary capabilities to automate any use cases around the organization and have it easily integrated with the other business applications.

Finance & Operations



Financial Management

The financial management capabilities of Finance & Operations entail the planning, organising, directing and controlling all the financial activities within your organisation.



Procurement & Sourcing

With the procurement and sourcing capabilities you can build and maintain your procurement budget, manage your vendor relations and performance, source for new vendors, negotiate different contracts, execute the procurement and verify your invoices and pay.



Human Capital Management

Human Capital Management streamlines many routine recordkeeping tasks and automates a number of processes related to staffing your organization.



Project Accounting

Project accounting allows you to streamline the full project management to complete external or internal projects, on time and within budget.



Supply Chain Management

Supply chain management allows you to control your inventory and warehouse management and with cost accounting you are able to see how cost flows through the inventory by category over time.



Time & Expenses

Time & expenses from your employees can be followed up transparently within the platform.

MECOMS 365 software for
suppliers.

Experience the true power of Microsoft Dynamics 365 tailored to the specific needs of your industry

The MECOMS 365 cloud platform, helps you to empower your employees by improving efficiency through automation. Use business insights to elevate your customer experience and facilitate company growth.



Secure And Reliable

With a cloud first strategy, we offer you a secure environment to store all your data. As it is managed and hosted in Microsoft Azure technology, the MECOMS platform meets the highest ISO standards.



First Time Right Billing

Get help from MECOMS with your billing. It allows you to focus on the exceptions and let automatic validation take care of the rest.



Software As A Service (SaaS)

As MECOMS is cloud-based, the platform can grow along with your company. This means that, over time, your costs and investments can grow with your business.



Automate Processes

The MECOMS Enterprise Extensibility Platform (MEEP) offers you the possibility to automate your business processes. It enables you, for example, to optimize move in flows by automatically sending all the required communication and documentation linked to the end user and 3rd parties.



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