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THE APPLICATION PLATFORM OF THE FUTURE FOR ENERGY AND UTILITY COMPANIES

FUTURE-PROOF, BUILT ON
THE INDUSTRY'S BEST PRACTICES,
AND MANAGED AND MAINTAINED
BY INDUSTRY EXPERTS.

MECOMS.

MECOMS

THE APPLICATION PLATFORM OF THE FUTURE

MECOMS in a nutshell

Platform thinking has become a vital cornerstone for any CIO to address the new way of working, enhanced customer experience, digitization and overall increased demand of the end consumer while streamlining their operations to maintain a healthy cost to serve.

MECOMS 365 offers utilities a strong connected application platform covering Meter Data Management, Customer Information System and Customer Engagement based on Microsoft Dynamics 365 in a cloud first strategy that addresses these challenges.

The platform empowers utility companies to combine flexibility, efficiency and smart insights to drastically cut cost-to-serve. MECOMS easily and quickly adapt to the changing business needs of any type of utility, both in regulated and deregulated markets.

They enable utilities of any size to streamline business processes and combine high efficiency with first-class customer service. MECOMS also offer utilities the insight to detect operational inefficiencies and discover new business opportunities in a world where customer experience comes first.

Solution of choice

MECOMS is Microsoft's recommended solution for energy and utility companies across the globe. It is certified for Microsoft Dynamics, meeting Microsoft's highest software standards. Renowned industry analysts, such as Gartner and IDC, recommend MECOMS as a major solution provider for energy and utility companies.

MECOMS is refreshingly different and empowers utilities to outsmart the competition. This is proven by many successful implementations at utilities around the world resulting in an active user community driving the MECOMS roadmap and the value that utilities get from the platform.

Global Execution Capabilities

MECOMS 365 is a platform that is the result of more than forty years of experience in the utilities industry. With offices and a network of certified partners across the globe, MECOMS offers worldwide capabilities for successful, on-time implementations with outstanding training and support.

A PROVEN SOLUTION FOR ALL UTILITY COMPANIES

The MECOMS value proposition is backed up by many successful implementations. Through an international partner network, MECOMS have been adopted by utilities in several industries, on multiple continents and in different markets.

MECOMS a Ferranti company, which develops the platform, has been serving the utility market for more than forty years. It works together with researchers and participates in influential industry work groups.

Throughout the years MECOMS solutions have been implemented at water, gas, electricity and district heating companies. Based on this experience, MECOMS products have gained broad and deep functionality, incorporating specific requirements for all these commodities. By incorporating best practices from diverse companies from different industries, all MECOMS customers benefit alike.

With offices, and a far-reaching partner network around the globe, MECOMS has a solid international presence. Our partners have detailed knowledge about local utility markets and proven experience with the technology. Due to the very attractive Total Cost of Ownership (TCO), MECOMS users range from nation-wide metering companies to small municipal utilities and from large-scale water companies to specialized industrial energy suppliers.

MECOMS solutions are used in regulated and de-regulated markets, and its modular design has enabled companies to undergo market deregulation without complications. It supports deregulation at various stages and for different market roles. Moreover, MECOMS solutions seamlessly adapt during the years of regulatory fine-tuning, which often follow after privatization.

MECOMS combines flexibility, efficiency and smart insights to drastically cut cost-to-serve, even in a changing environment. Utility companies around the world choose MECOMS because it makes their business highly efficient, because it allows them unprecedented flexibility to adapt and because it offers them superior business insight.

The rich MECOMS technology partner channel allows extending the platform with standard, proven components. This drives simplification while maintaining openness and flexibility in the IT overall architecture.

MECOMS

TARGET MARKETS

Throughout the years MECOMS solutions have been implemented at water, gas, electricity and district heating companies and this for all kinds of company roles such as suppliers, distribution grid operators, producers, integrated utilities, transport system operator. Based on this experience, MECOMS products have gained broad and deep functionality, incorporating specific requirements for all these commodities. By integrating best practices from diverse companies from different industries, all MECOMS customers benefit alike.

WATER

Water companies are increasingly subject to mergers, acquisitions and privatisations, which forces continuous reorganisation to achieve optimal scale and integration of the entire water cycle. The UK water market has opened for competition introducing new challenges. Customer expectations have changed.

MECOMS for energy & utilities is a flexible and sophisticated solution to deal with water company challenges. For example, it easily handles customer move-in, building owners associations or joint-billing of municipal taxes or garbage collection.

The MECOMS Billing engine natively deals with complex situations such as unmetered connections, and makes it possible to calculate charges based on the number of taps, inhabitants or any other parameter.

Production → Transport → Distribution → Supply/Retail
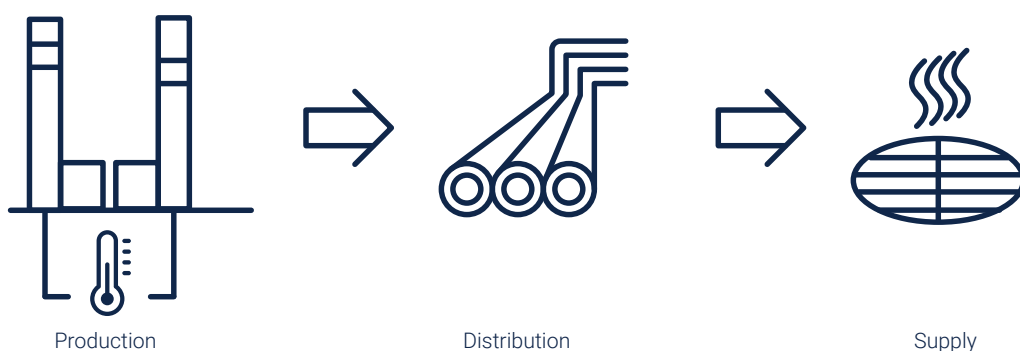
Waste Water Management

THERMAL

Many countries are introducing district heating and cooling systems to help provide a cleaner environment and exploit the surplus energy of waste incarnation processes.

Thermal companies are often firmly embedded into local society, and customer satisfaction is of foremost importance. MECOMS Contract Management provides flexibility to deal with any number of customers, without losing track of their peculiarities.
Because of the close local ties, a socially conscious pricing policy needs to be maintained. This requires thorough forecasting to balance demand with purchase and/or production.

MECOMS products feature sophisticated tools for analysis, planning and portfolio management, taking into account the specific situation and resources of the utility.

Production → Distribution → Supply
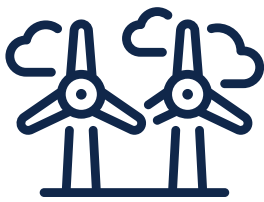
MECOMS

TARGET MARKETS

ELECTRICITY

Despite environmental concerns, consumption of electricity keeps rising everywhere. Many governments promote green alternatives and demand-side management, which requires smart grids with distributed production environments.

Meanwhile, the first large-scale smart meter roll-outs are taking place. Nevertheless, utilities will still need to deal with a legacy of historical meter parks for a long time.

MECOMS solutions are capable of simultaneously handle manual, automatic and smart meters, enabling a gradual upgrade of the existing infrastructure.

Despite the advent of smart grids and meters, managing losses and allocating residues will remain a major concern. Since regulation for settlement and billing of transport and distribution costs keeps changing, The MECOMS provides a powerful, yet flexible Market Communication framework to deal with the monetary and informational flows between market players.

Production → Transport → Distribution → Supply/Retail

NATURAL GAS

While the gas market has some 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, liquefied gas can be stored and carried, creating an entirely different market dynamic.

Therefore, gas prices on spot markets fluctuate enormously. This increases the importance of reliable tools for sophisticated trading, forecasting and hedging.The sheer amount of energy transported by gas pipelines is unrivalled. Selling this commodity requires a sound knowledge of the market and its consumption patterns, especially in the highly demanding B2B segment.

MECOMS solutions have been implemented at gas companies in several countries. The gas market blueprint is designed to handle all specific aspects of this complicated business natively.

Production → Transport → Distribution → Supply/Retail

MECOMS

FLEXIBILITY

"The key to our success is a business support system that is flexible, intuitive to use and very performing to deal with the flexibility of market messaging and data modelling. So far, MECOMS is proving to be the right choice for GEN-I."

- Mr. Andrej Šajn,
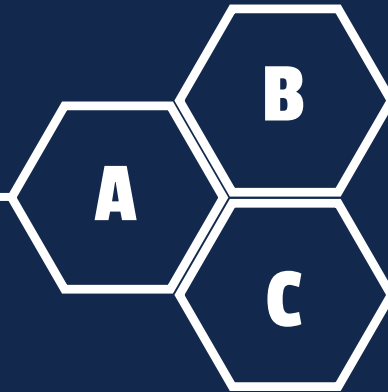CIO and Member of the Board at GEN-I

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A FLEXIBLE SOLUTION THAT WILL ALWAYS COVER YOUR NEEDS

From the beginning, MECOMS solutions were conceived as an answer to market turmoil created by renewables, smart grids, liberalisation,technology innovation, regulatory policies, smart metering and competitive pressure.
Flexibility to adapt to changing demands is a core product value and always will be.

MODULAR

In a fast moving competitive world, achieving early results and driving business value have become key. Modularity and cloud design allows utilities to focus on their urgent needs and deploy the modules that address this. At a later stage, the platform footprint can be extended. This modularity is not only applicable from a functional perspective; also from a commercial and technical perspective the architecture and subscription pricing allows to grow with your needs. This addresses both the needs of larger utility player as start-ups that are growing fast and want to start small.

CONFIGURABLE

By design, many changes can be done through configuration instead of customizing the code. When customization is necessary, it can be achieved quickly because of the agile architecture extending the platform or making use of the flexibility of PowerApps. MECOMS for utilities uses a system of pre-configured business processes to adapt to local markets and market roles. This greatly simplifies regulatory compliance and allows rapid time-to-market for new products and rates.

STATE-OF-THE-ART

MECOMS is always at the cutting edge of utility business and technology putting customer experience first. It offers out-of-the box support for innovations such as smart metering, big data analytics or digital customer interaction channels.
Moreover, it is designed to ensure a smooth transition when new technologies or business practices are introduced, such as a gradual roll-out of smart meters.

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EFFICIENCY

"MECOMS gave us the flexibility and agility to streamline our business processes. We are not spending time on daily paperwork, we only focus on exceptions."

- Mohammed Halawani
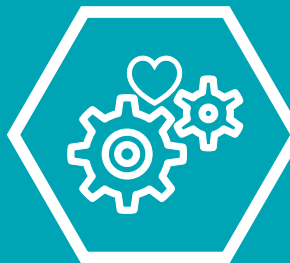Customer Service Manager of Tawzea

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LOWERING COST TO SERVE, IMPROVING CUSTOMER SATISFACTION

MECOMS streamlines business processes to combine high efficiency with first-class customer service.
It represents more than 40 years of experience in the energy and utilities industry which incorporates countless best-practice processes.

INTEGRATED APPLICATION PLATFORM

MECOMS 365 based on Microsoft Dynamics and the Microsoft Power Platform offers utilities a wide coverage of configurable business processes that work seamlessly together.

FAMILIAR AND USER-FRIENDLY

User experience is key in staff motivation and efficiency. The user interface is easy to use, consistent and familiar to Microsoft Office users. This significantly reduces the training needs of new users. Additionally MECOMS Customer Engagement empowers call center operators to quickly solve complicated requests with the customer on the line using 360° cockpit screens. When a new work routines emerge, it is easy to automate them into new workflows, without any additional programming.

EFFICIENT BUSINESS

MECOMS processes are optimized for unattended behaviour, requiring only a minimum of human intervention. Self-serve channels (web portal, automated telephone system,...) handle routine customer interactions. MECOMS also uses a management-by-exception approach to handle regular processes, and intelligently sets aside ambiguous cases for human inspection. Following the "first time right" principle, each process contains configurable checks and validations in each step. This greatly increases early detection of errors, thereby preventing escalations and costly recoveries.

SUPERIOR BUSINESS INSIGHT

Intelligence empowers users to understand and act. Workspaces are available for employee roles in utility organizations that provide highlights on the key areas that require action. This dashboard facilitates an intuitive way to interact with MECOMS. Data and analytics are always meaningful and accessible to everyone in the organization tailored to their specific role. Furthermore, because MECOMS leverage Microsoft technology, it is easy to exchange information with other systems or to export any kind of data to other applications, such as Excel.

PROVEN ABILITY TO EXECUTE

We and our partners continuously invest in our capabilities to ensure successful implementations around the world. MECOMS projects have a remarkably short implementation time, remain within budget and are eagerly adopted by their new users.

HYBRID METHODOLOGY

Over the years, we have developed proven implementation tools to ensure quality and minimize project risk. The MECOMS project tooling simplify and streamline implementations and leverage the MECOMS insights and best practices. The MECOMS Hybrid methodology builds upon Microsoft practices, and can be used for both simple and complex projects. Moreover, all standard processes are implemented in a demonstration-company, called OmegaPoint. This can act as a blueprint for setting up a new company, and is ideal for demonstrating the system to new customers.

KNOWLEDGE SHARING AND SUPPORT

All regional and worldwide MECOMS Partners have passed a rigorous training and certification program. This ensures that they have the necessary competencies and knowledge about their market, the product and the technology. Key to the certification program is MECOMS University, which provides thorough documentation, online e-learnings and classroom trainings at multiple locations. It performs instruction, assessment and certification of future MECOMS practitioners, who need to pass rigorous tests to prove their technical expertise, insight in the utilities business and understanding of local markets. MECOMS University offers training and certification, both to partners and end-customers.

Trainings are given by dedicated Microsoft Certified Trainers (MCT's) in our classrooms in Antwerp (Belgium), Birmingham (UK) or Singapore. Additionally, extensive e-learning courses are provided to ensure an optimal transfer of knowledge.

SOLID PARTNER NETWORK

MECOMS Partners are among the best in their respective geographies. They combine technical processes with detailed knowledge of local markets. Moreover, there is a close collaboration with all of our partners and domain experts from the product development team to ensure the success of an implementation.
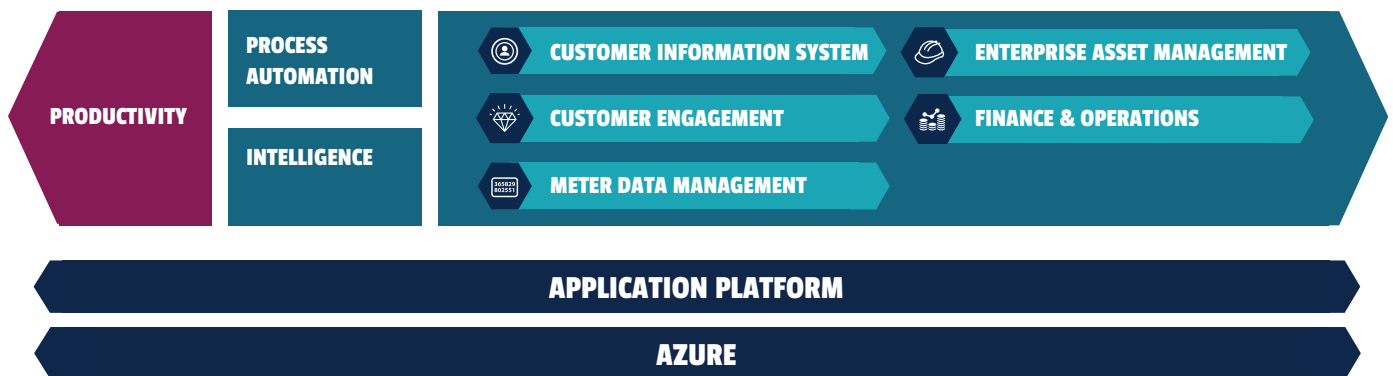
The MECOMS eco system contains numerous strong technology partners to further enrich the application platform. This drives standardisation while maintining flexibility guaranteeing an attractive TCO.

MECOMS

365 PLATFORM

As a vertical solution provider, MECOMS delivers their MECOMS 365 platform to utility companies. This platform gives you access to the power and flexibility of Microsoft Dynamics 365; tailored to the specific needs of an energy and utility company. The MECOMS 365 platform is an end-to-end business application platform covering the following processes:

PRODUCTIVITY

PROCESS AUTOMATION

INTELLIGENCE

CUSTOMER INFORMATION SYSTEM

CUSTOMER ENGAGEMENT

METER DATA MANAGEMENT

ENTERPRISE ASSET MANAGEMENT

FINANCE & OPERATIONS

APPLICATION PLATFORM

AZURE

The MECOMS 365 platform offers you a strong connected application platform based on Microsoft Dynamics 365, MECOMS products and applications provided by our partners.

Based on the Microsoft Dynamics 365 application platform we added the specific energy & utility capabilities within the MECOMS modules. This allows you to deploy only the modules you need. Later on, additional modules can be added. Moreover, the platform suits both large utilities and niche players. This makes the MECOMS 365 platform ideal for growing businesses, as it will smoothly scale to handle increasing volumes of customers, meter readings and billing cycles.

The MECOMS 365 platform allows you to work with a standard platform with standardized processes; designed to work within different local markets and for various market roles. By design, additional changes can be done through configuration instead of customising the code

The new MECOMS 365 user experience brings you a fully web - based application in which all information is centralized, enhancing the productivity and business intelligence. By integrating additional applications within the platform, such as Office 365, this can even be more improved. The platform has a cloud-first strategy, allowing you to benefit from the agility of cloud-based applications and infra-structur.. However, a mixed hybrid or on-premise strategy remains a possibility.
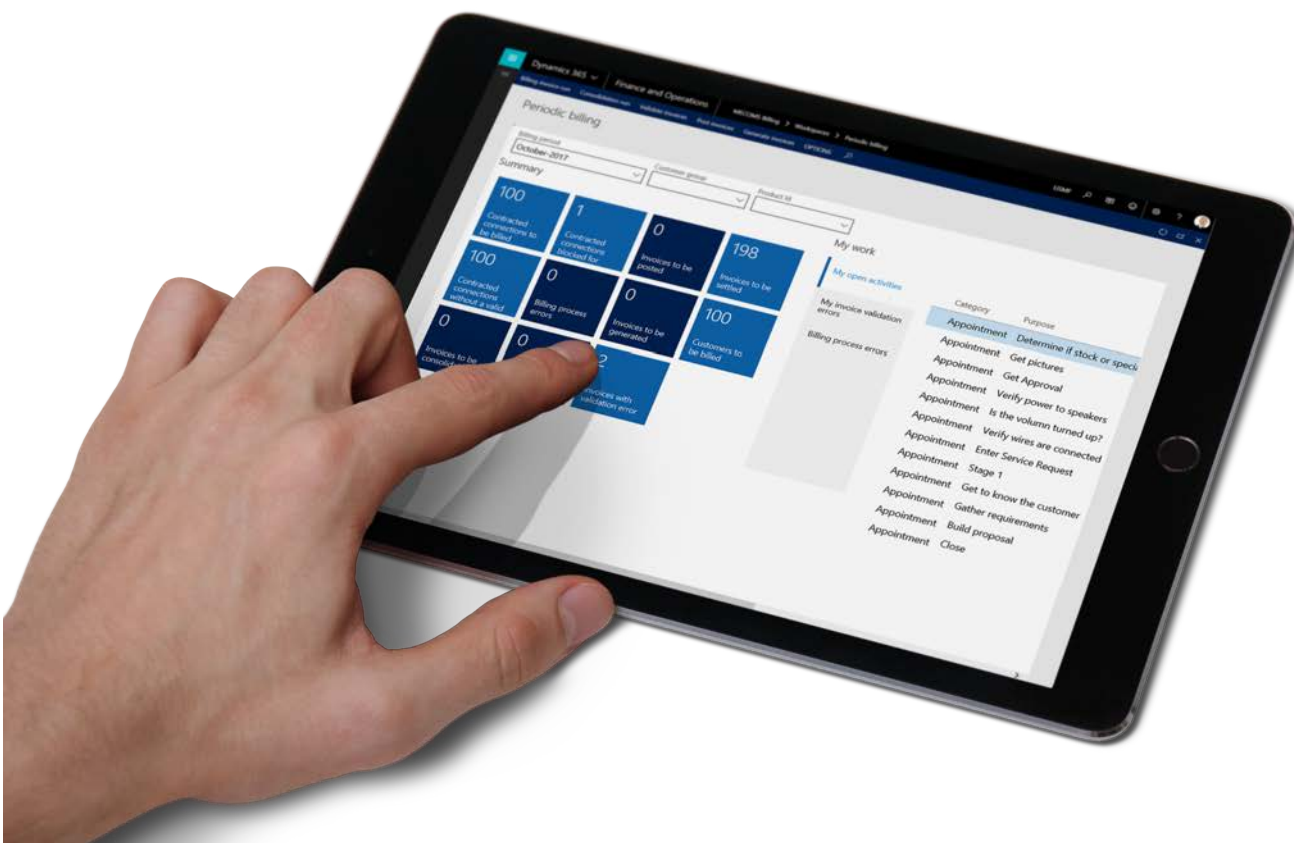
The MECOMS 365 platform is always at the cutting edge of utility business and technology. The platform offers out-of-the-box support for innovations such as smart metering, big data analytics or digital customer interaction channels. Moreover, they are designed to ensure a smooth transition when new technologies or business practices are introduced.
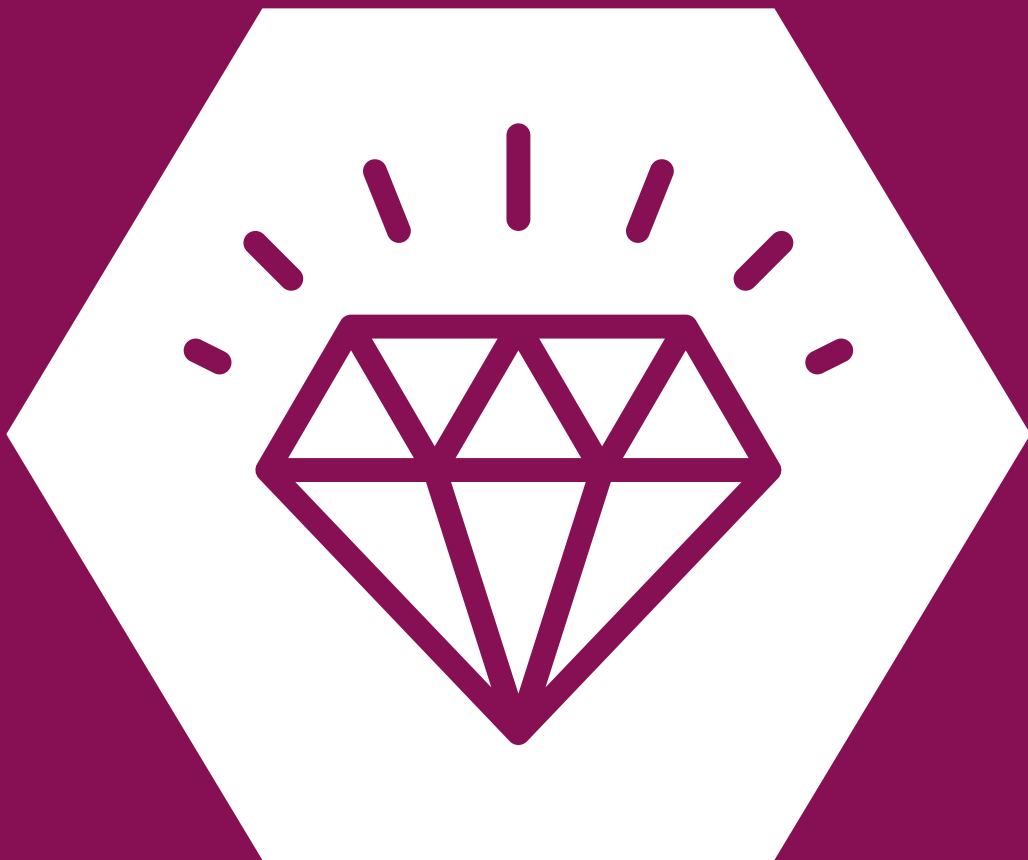
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CAPABILITIES

Based on the various processes we can distinguish multiple capabilities to make sure all business processes are covered.

Customer Engagement	Marketing Automation	Sales Management	Customer Service	Social Integration	Live Assist	Self-Service	Document Fulfillment
Customer Information System	Product Management	Contract Management	Pricing & Quoting	Billing	Payments & Collections	Customer Management	Portolio Management
Meter Data Management	Meter Reading Management	Meter Information Management	Validation & Calculation	Smart Metering Management			
Enterprise Asset Management	Asset Management	Work Order Management	Operations Management	Planned Maintenance			
Finance and Operations	Financial Management	Procurement and Sourcing	Project Accounting	Supply Chain Management	Time and Expenses	Human Capital Management	
Application Platform	Energy & Utilities Common Architecture	Process Automation	Market Interaction	Productivity	Azure	Intelligence	

CUSTOMER ENGAGEMENT

Utility companies have long been struggling with low customer interactivity. Customer engagement (CE) extends the 'prospect-to-Cash' process in our Customer Information System to cover the full process in one integrated platform. CE helps you to improve customer interactions with rich and structured communication allowing you to capture and respond to your customers' questions or comments and this across multiple channels such as phone, email, chat, social channels Facebook, Messenger, Twitter, WhatsApp, …

MARKETING AUTOMATION

Automate various marketing tasks, actions and campaigns to make sure that you have the best customer experience by providing them with personalized content at the right moment and place. Marketing Automation guides your customers during their customer journey.

SALES MANAGEMENT

Sales management will help your sales persons in following-up their different opportunities and prospects to convert them into projects and customers. It provides them access to all their necessary information on their prospects and leads so they can focus on their strategic deals and close them.

CUSTOMER SERVICE

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

SOCIAL INTEGRATION

By connecting the platform to Social Engagement, you can have insights in what your customers or prospects are saying about your company, services or different products on social media. This data is brought directly into dashboards and entities to give you more insight on this data and respond to your clients from a single user interface.

LIVE ASSIST

Live Assist helps your front office agents to better communicate and interact with your customers from within the platform. This allows them to assist your customers via chat and co-browse functionalities.

SELF-SERVICE

Via the self-service capabilities from within the platform, your end-customers have the ability to logon to a self-service portal that enables and empowers them to find the correct information, to register or request and resolve issues. The customer can then control when and where they work, while at the same time, have the convenience of support whenever this is required.

DOCUMENT FULFILLMENT

Create, modify and control your various branded documentation from within the platform and afterwards communicate the documents to your customers or suppliers in any format and by any media.

INCREASE CUSTOMER SATISFACTION WHILE LOWERING COST TO SERVE

EFFICIENT.

CUSTOMER INFORMATION SYSTEM

MECOMS Customer Information System (CIS) provides you with all the functionalities for the complete 'Meter-to-Cash' process. First it allows you to create products and to sell them to your customers in the form of contracts. MECOMS then offers several methods to bill your customers for the commodities they use. In the end, CIS also takes care of credit management to process payments and deal with late or non-paying customers.

PRODUCT MANAGEMENT

In today's competitive utilities market, it is essential that you can create or manage your products in a very efficient and flexible way. MECOMS allows you to rapidly develop these new market offerings, without any additional programming, by configuring the different parameters for billable items and services. The users can create and maintain products by linking commodities with rate structures, taxes and levies.

CONTRACT MANAGEMENT

Based on the products you offer, you create a contract for your customer. MECOMS automatically takes care of these contract arrangements in billing and other administrative processes. Not only for B2C but also for B2B we offer an advanced pricing and quotation suite. It allows 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.

PRICING & QUOTING

Our pricing & quoting engine, Gorilla, gives energy providers a competitive edge in today's competitive B2B world. It allows you to manage complex pricing models in a high volatile market and delivers fast and accurate calculations of complex price quotes. The focus is on one thing: performing heavy and complex calculations for the best pricing & quotation results.

BILLING

Billing is a core process for any utility company. MECOMS is designed to rapidly deliver impeccable bills, to encourage timely payments and to maximize the payment rate of every customer segment.
The specifics of each contract are taken into account by the billing system, which calculates and validates invoice lines as meter and consumption data enters the system. This workload spreading allows for an amazingly fast billing run when the actual invoices need to be generated. Before the actual billing run, validation already detects anomalies in the data. This allows for error-free billing runs, with increased speed and accuracy. Bills can in the end be presented in various ways: through a web portal, per e-mail, by post, or through standard interfaces, such as EDI and Zoomit. MECOMS also provides out of the box support for real time pricing and billing.

PAYMENTS AND COLLECTIONS

MECOMS handles payment processing and all communications related to it. MECOMS lets utilities maximize the amount of timely payments, while minimizing the dunning costs.

MECOMS communicates directly with banks and automatically interprets all incoming payments to manage direct debit administration. At the core is a sophisticated matching engine that combines parameters to decide which payments can be processed automatically. Only when there is too much uncertainty, the system will request human intervention. It will then assist the user to decide by listing the different possibilities based on their probability.

MECOMS offers flexibility to adjust payment terms, delaying due dates, custom payment schedules, payments by third parties or sending it to a collections agency.

CUSTOMER MANAGEMENT

The customer is the central entity within the module of customer management. This allows you to retrieve all your customers in an easy and efficient way within the solution. By making use of 360° cockpit screens you have a complete overview of your customer, including his contracts, invoices and cases. This ensures that you have the right information to be able to talk to your customers quickly and to make the right decisions when handling cases and customer contacts. Based on the rich information available, including all historical information, well-founded decisions can also be made when corrections need to happen.

PORTFOLIO MANAGEMENT

Portfolio Management offers a comprehensive toolset for program management, portfolio analysis, position calculation, risk management and mark-to-market. Users can set-up and develop a forecasting model using a deal/trade subsystem, a configurable calendar and a formula generator. Based on the results, you can manage your risk and position within the market. This includes sourcing activities (buy/trade) on spot and futures markets, often using flexible contracts in the MECOMS contract management module.mation available, including all historical information, well-founded decisions can also be made when corrections need to happen.

REDUCE THE NEED FOR NAVIGATION AND PROVIDE VISUAL IMPACT.

WORKSPACES.

METER DATA MANAGEMENT

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MECOMS Meter Data Management (MDM) focuses on the data quality and controlling the information flood. It is a full-fledged MDM system, handling all aspects of meter data collection, validation and calculation to turn raw meter reads into reliable consumption data.

METER READING MANAGEMENT

MECOMS has the necessary functionalities to receive metering data from various sources. On the one hand are end-customers able to provide their index values via a Self-Service portal. Our Smart Data Application Server on the other hand allows you to receive smart metering data directly from the meter or via an integration.

On top, the platform allows you to create tours and send out your meter readers to collect the reads in the field.

METER INFORMATION MANAGEMENT

Meter Information Management allows you to store the all the information of the meter itself; not only how the meter should be read but also the different capabilities of the meter, serial number, version, firmware, etc.

VALIDATION AND CALCULATION

The meter readings that are received via various channels are stored and validated in MECOMS. Via journals, a first validation will happen to make sure the incoming data is valid. Afterwards extra validations will happen within the live portfolio. In a user-friendly manner, existing business validation rules can be changed, or new rules can be created, without additional development. Multiple rules can then be active simultaneously and can be prioritized to match changing business needs.

Afterwards the meter readings can be converted into consumptions (e.g.: day, month, aggregated, peak, etc.) which then are validated as well. Complex metering configurations, often with local production, are also taken into account. Various calculation factors can be used to calculate the correct consumption, such as daily temperatures, SLP/EAV's and proxy-consumptions. Estimations, based on consumption profiles or historical data, are automatically calculated as a substitute for missing data.
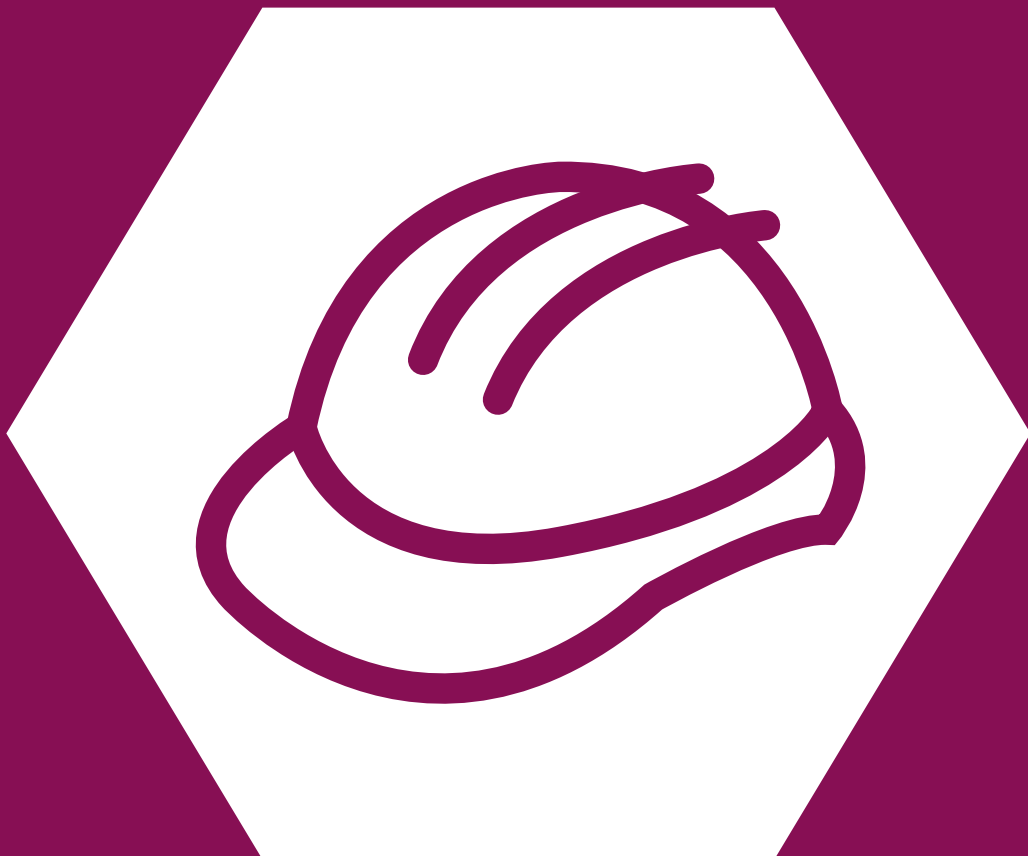
SMART METERING MANAGEMENT

MECOMS provides two-way communication with smart meters and is able to process large volumes of smart metering data. We also handle Automatic Meter Reading (AMR) as a core process. It can easily integrate with existing systems, such as MV90, but also communicates natively with other automatic meters.

A FULL-FLEDGED METER DATA MANAGEMENT SYSTEM.

METER AGNOSTIC.

ENTERPRISE ASSET MANAGEMENT

The introduction of smart meters, retailers selling in home devices, value added services that are provided to customers, maintenance on boilers, leasing of solar panels and many more business processes impact both the customer care division of the utility market and the asset and service management divisions.

MECOMS Utilities Asset Management offers a clear integrated view on processes and data which enables combining state of the art customer care and billing with best-in-class service and asset/service management. It supports you by providing an overview of all work orders, regardless if they are customer-facing or internal. At the same time, you have direct access to all your assets, from both an operational and financial perspective.

ASSET MANAGEMENT

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WORK ORDER MANAGEMENT

Work order management, provides accurate information about relevant work and tasks. Work orders and tasks can be generated and prioritized. Furthermore, costs can be assigned and the inventory can be taken into account.

OPERATIONS MANAGEMENT

The operations management takes care that the work on the field can run smoothly. Therefore, the budget needs to be managed, parts and tools need to be available and all work needs to be scheduled allowing the technicians to work in the field.

PLANNED MAINTENANCE

The platform offers full flexibility in defining maintenance schedules for preventive maintenance. The actual generation of the preventive work orders can be automated. A wide range of functions are supported empowering your company to meet the challenges of ongoing changes in the utilities market and keep your assets healthy.

FLEXIBLE.

ADAPT QUICKLY TO CHANGING BUSINESS NEEDS.

FINANCE AND OPERATIONS

Microsoft Dynamics 365 for Finance and Operations is Microsoft's ERP business application for enterprises that enables people to make smarter decisions quickly through an intuitive user interface that provides access to real-time insights and intelligence. It enables business to transform by delivering proven business logic and enabling them to redesign their business processes faster so they can innovate, get quick time to value to stay ahead of the competition. It gives businesses the flexibility to grow at their own pace and do business nearly anywhere, anytime, through the choice, flexibility, and intelligence of the cloud, allowing them to scale their business operations globally to meet ever-changing business needs.

FINANCIAL MANAGEMENT

The financial management capabilities of Finance & Operations means planning, organizing, directing and controlling all the financial activities within your organization such as procurement, general ledger, accounts payable or accounts receivable.

PROCUREMENT AND 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.

PROJECT ACCOUNTING

Project accounting allows you to streamline the full project management to complete external or internal projects, on time and within budget. Your opportunities will be turned into a confirmed project. Via a work breakdown structure, you can establish a detailed roadmap to reach the final solution. Your work requirements can be matched with available resources and you can measure your project budget & cost control.

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. Via the master or forecast planning activities you can also control your inventory replenishments based on your actual current orders. All the information can then be used as a detailed supplement to your financial statement.

TIME AND EXPENSES

Time & expenses from your employees can be followed up transparently within the platform. Your employees can enter their time for the projects they are working on. At the same time integrated workflows can be used where you store payment method information, import credit card transactions and track the money your employees are spending when they incur expenses for your business. Then, based on your expense policies, the travel expenses can be reimbursed automatically.
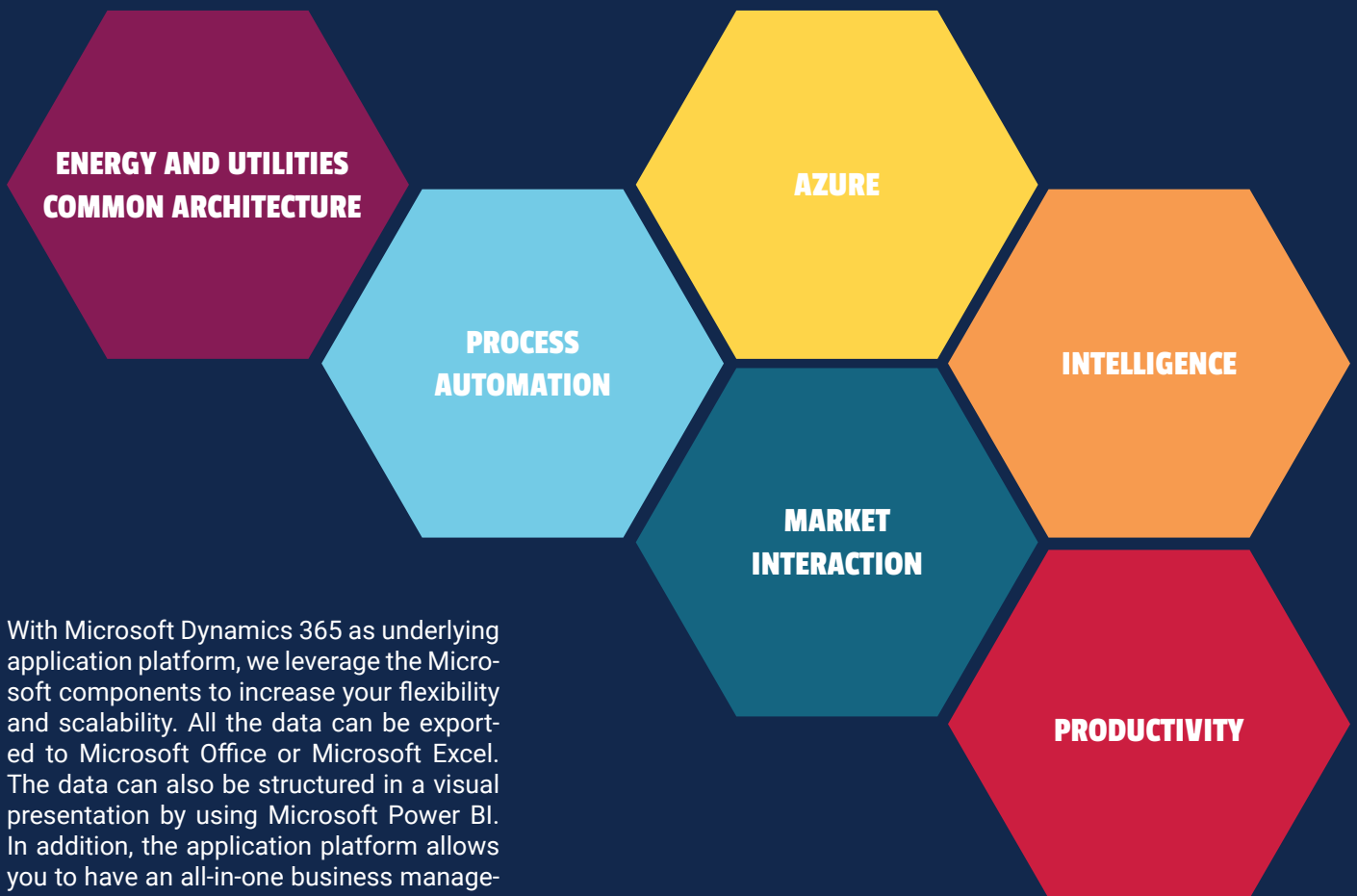
HUMAN CAPITAL MANAGEMENT

Human Capital Management streamlines many routine record-keeping tasks and automates a number of processes related to staffing your organization. It also provides a framework for human resources staff to manage areas of oversight. These areas include employee recruitment and retention, benefits administration, training, performance reviews, and change management.

MECOMS.

**ENSURES
ALL YOUR INVOICING
IS DONE RIGHT.**

APPLICATION PLATFORM

ENERGY AND UTILITIES COMMON ARCHITECTURE

PROCESS AUTOMATION

AZURE

INTELLIGENCE

MARKET INTERACTION

PRODUCTIVITY

With Microsoft Dynamics 365 as underlying application platform, we leverage the Microsoft components to increase your flexibility and scalability. All the data can be exported to Microsoft Office or Microsoft Excel. The data can also be structured in a visual presentation by using Microsoft Power BI. In addition, the application platform allows you to have an all-in-one business management solution that is easy to use and adapt. It helps you to connect your sales, service, operations & finance to improve customer interactions, streamline business processes and enable growth.

ENERGY AND UTILITIES COMMON ARCHITECTURE

The Energy & Utilities Common Architecture, or EUCA, is the core data model of the MECOMS 365 platform. This module contains the definitions of all the typical entities of your business like connection, market player, relation, asset, master data, etc. Since the design is non-monolithic, a utility can implement only the modules it actually needs. The modular design also enables easy interfacing with other internal and external applications.

PROCESS AUTOMATION

Many events within the platform can be automated by making use of the MECOMS process workflow or Microsoft Flow. This will allow you to execute certain events when another event happens, based on various conditions, helping you to streamline your various business processes.

Process automation will help you to work more efficiently and increase collaboration between your employees. Due to the automation of manual tasks, your users can focus on more important activities instead of repetitive work. Email notifications can be send when records are changed or questions of your customers can be routed to the specific agent with the right skills, so you can react faster and more efficient which leads to more satisfied customers.

MARKET INTERACTION

Energy and utility companies in a competitive market have requirements to exchange information with each other, most of the time defined by a regolartory framework. Interfacing with different systems is required to exchange messages, to update information and to account for all business processes in a multi-player market. This is the role of market interaction, both in a regulated as well as in a deregulated market.
Market interaction enables EDI or XML messaging of customer scenarios, master data, meter readings and invoice information. MECOMS also takes care of settlement processes, by performing grid fee calculation, allocation and reconciliation. In a regulated market, market interaction can be used for reporting to partners, regulators, etc.

The MECOMS design separates generic processes from market-specific business logic, using a MECOMS Process Workflow. The process workflows provides a framework to implement scenarios.

PRODUCTIVITY

The platform allows you to work with different business applications. All these business applications, together with your data, documents, etc. are embed within one central platform with one unified user experience. This platform is accessible whenever and wherever you are to keep in control of your various operations.

The users, by working with workspaces, have an immediate view of all their business processes and tasks at one central location in the form of dashboards with quick links to commonly used areas and functions. Within your workspace, you can embed power BI to always have up-to-date views of your business.

AZURE

With Azure, the MECOMS 365 platform has a cloud-first strategy which allows you, due to the fully web enabled application, to access the platform whenever and wherever you are. Hosted on Microsoft Azure, in combination with Dynamics 365, it gives you the integration between different applications without creating custom links between them and therefore reducing both the cost and time of implementation.

Your users have access to your ERP and CRM in one place based on the roles and permissions within Azure Active Directory. You can not only safely store all the information in the cloud, but Azure also helps you to manage the accessibility.

Azure allows you to deploy, manage and build only these environments that fit your business, so you have the flexibility to scale up or down depending on your needs. Microsoft keeps investing in Azure and the latest technology allowing you to benefit from these innovations.

INTELLIGENCE

All your data resides within one central location in the MECOMS 365 platform. By transforming your data into intelligence, you can measure your effectiveness. Profit management, based on customer segmentations, margin calculation and cost to serve analysis, empowers energy and utility companies to identify opportunities, take informed decisions and specify actions. Users can configure their own KPI's within their workspace and interactive reports are seamlessly integrated into the platform with rich infographics and visuals due to the integration with Power BI.
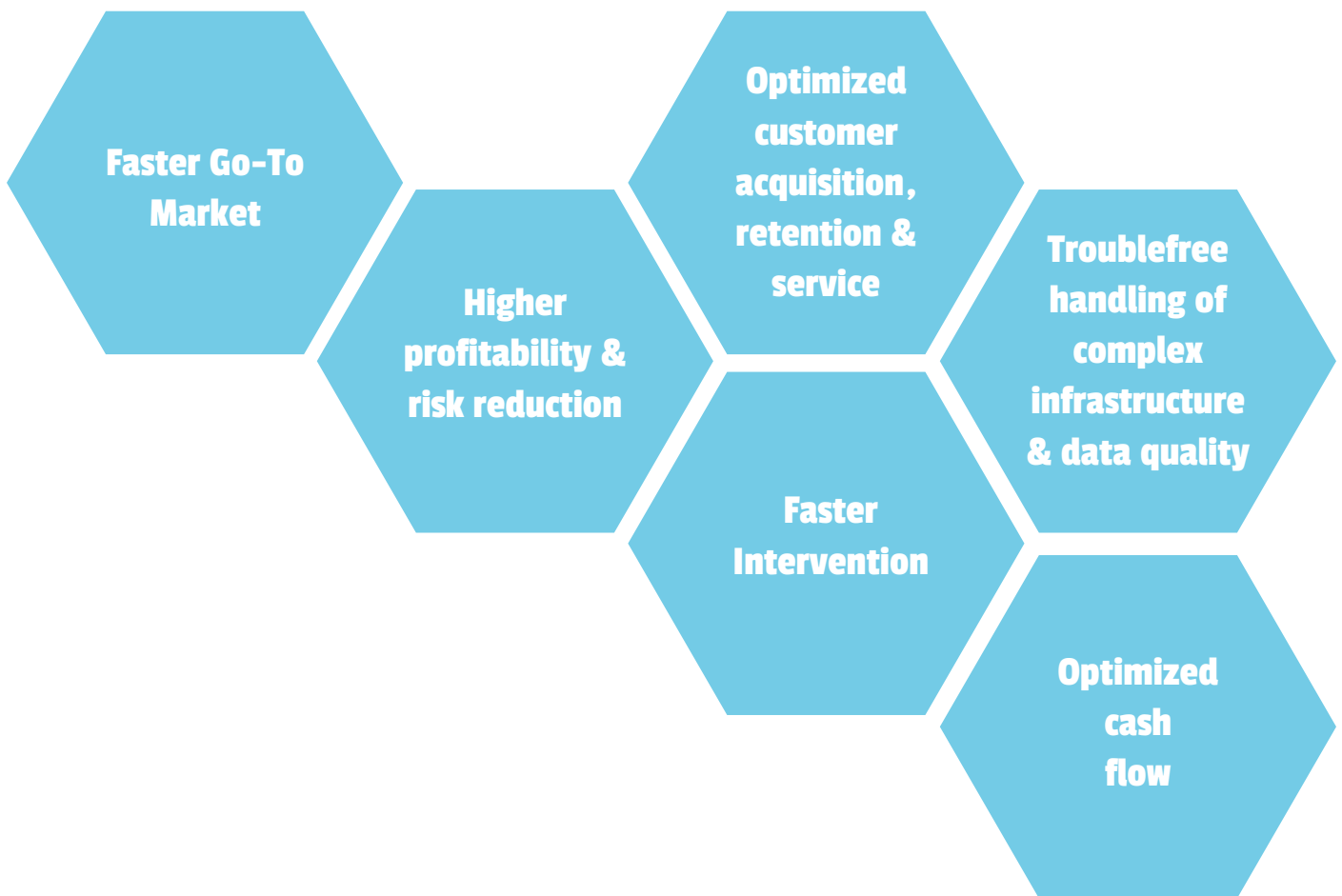
THE APPLICATION PLATFORM OF THE FUTURE FOR ENERGY AND UTILITY COMPANIES.

MECOMS.

MECOMS

BENEFITS

MECOMS offers functionality to different market roles such as competitive retailers, integrated water utilities, distribution grid operators and so on. This is done in a multi-commodity approach focusing on realizing business benefits for the customer. Our MECOMS road-map strategy majors in enriching means of increasing customer satisfaction while reducing cost to serve. This is done by investing in technology and practices that increases efficiency and flexibility with a focus on industry best practices and configurable processes.
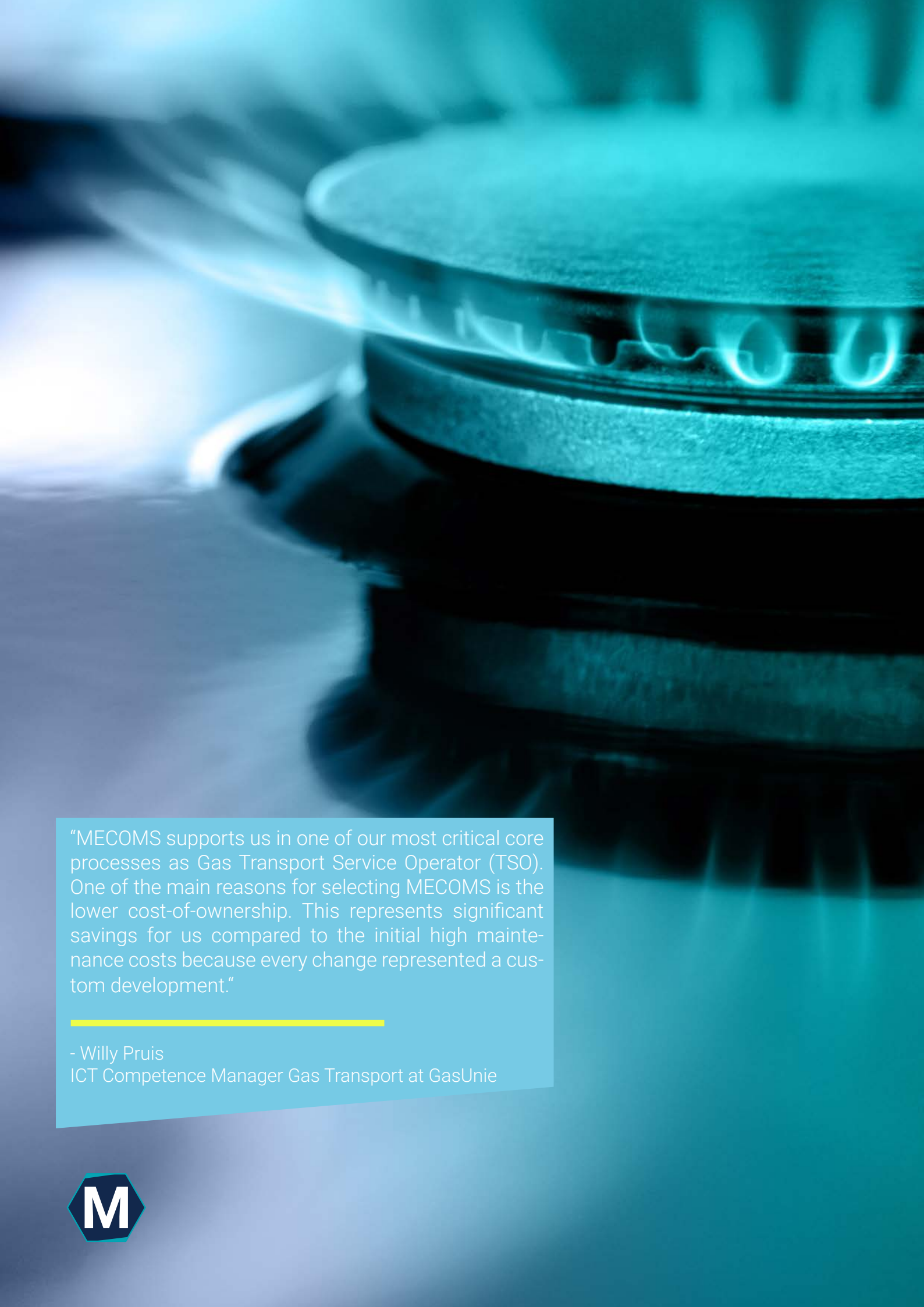
- Faster Go-To Market
- Higher profitability & risk reduction
- Optimized customer acquisition, retention & service
- Troublefree handling of complex infrastructure & data quality
- Faster Intervention
- Optimized cash flow

Got more questions? Why don't you have a coffee with us!

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STRONG TECHNOLOGY PARTNERS
TO ENRICH
THE APPLICATION PLATFORM.

ECO-SYSTEM.

"MECOMS supports us in one of our most critical core processes as Gas Transport Service Operator (TSO). One of the main reasons for selecting MECOMS is the lower cost-of-ownership. This represents significant savings for us compared to the initial high maintenance costs because every change represented a custom development."

- Willy Pruis
ICT Competence Manager Gas Transport at GasUnie

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RIGHT NOW

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MECOMS is a proven solution for energy and utility companies. Our system is built, managed and maintained by industry experts and adheres to the industry's best practices. MECOMS lets you improve customer interaction by streamlining business processes, and combines high efficiency with first-class customer service.

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