METER DATA MANAGEMENT & CUSTOMER INFORMATION SYSTEM

MECOMS™

Overview Brochure

FOR ELECTRICITY COMPANIES

FOR GAS COMPANIES

FOR WATER COMPANIES

FOR THERMAL COMPANIES

FERRANTI computer systems

Certified for Microsoft Dynamics AX

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MECOMS™ EMPOWERING SMART UTILITIES

MECOMS™ in a nutshell

MECOMS™ is a business support system for energy and utility companies that combines flexibility, efficiency and smart insights to drastically cut cost-to-serve.

MECOMS™ easily and quickly adapts to the changing business needs of any type of utility, both in regulated and deregulated markets. It enables utilities of any size to streamline business processes and combine high efficiency with first-class customer service. MECOMS™ also offers utilities the insight to detect operational inefficiencies and discover new business opportunities.

Microsoft's solution of choice

MECOMS™ is Microsoft's only recommended solution for energy and utility companies across the globe. It is certified for Microsoft Dynamics AX, meeting Microsoft's highest software standards.

Challenging the status quo

Renowned industry analysts, such as Gartner and IDC, recommend MECOMS™ as a major solution 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.

Global execution capabilities

MECOMS™ is developed by Ferranti Computer Systems, and is the result of more than 35 years of experience in the utilities industry.

With offices and a network of certified partners across the globe, Ferranti 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™ has been adopted by utilities in several industries, on multiple continents and in different markets.

Ferranti Computer Systems, which develops MECOMS™, has been serving the utility market for more than 20 years. It works together with researchers and participates in influential industry work groups.

Throughout the years MECOMS™ has been implemented at water, gas, electricity and district heating companies. Based on this experience, MECOMS™ has 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™ is used in regulated and de-regulated markets alike, 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™ seamlessly adapts 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.

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™ is capable of simultaneously handling 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, MECOMS™ provides a powerful, yet flexible Market Communication framework to deal with the monetary and informational flows between market players.

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, liquified gas can be stored and transported, creating a completely 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™ has been implemented at gas companies in several countries. The gas market blueprint is designed to natively handle all specific aspects of this complex business.

WATER

Water companies are increasingly subject to mergers, acquisitions and privatizations, which forces continuous reorganization to achieve optimal scale and integration of the entire water cycle.

MECOMS™ 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.

THERMAL

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

Thermal companies are often closely 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™ features sophisticated tools for analysis, planning and portfolio management, taking into account the specific situation and resources of the utility.

MECOMS™ VALUE PROPOSITION

Obviously, each version of MECOMS™ brings new features and improvements. However, the MECOMS™ value proposition is a lasting promise to energy and utilities companies that differentiates the product against competing vendors.

A FLEXIBLE SOLUTION THAT WILL ALWAYS COVER YOUR NEEDS

From the beginning, MECOMS™ was conceived as an answer to market turmoil. Flexibility to adapt to changing demands is a core product value and always will be.

Integrated end-to-end solution

MECOMS™ is a modular, end-to-end solution. A single vendor, Ferranti, develops the MECOMS™ product, so all modules work together seamlessly.

Modular design

You only need to deploy the modules you need. Later on, additional modules can be added to an existing system. Moreover, the architecture and pricing will suit both large utilities and niche B2B players. This makes MECOMS™ ideal for growing businesses, as it will smoothly scale to handle increasing volumes of customers, meter readings and billing cycles.

Configurable

By design, many changes can be done through configuration instead of customizing the code. And when customization is necessary, it can be done quickly because of the agile architecture. MECOMS™ uses a system of interchangeable blueprints 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. 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.

LOWERING COST TO SERVE, IMPROVING SERVICE

MECOMS™ streamlines business processes to combine high efficiency with first-class customer service. It represents more than 35 years of experience in the energy and utilities industry, and incorporates country packs with countless best-practice processes.

Familiar and user friendly

The user interface is easy to use, consistent and familiar to Microsoft Office users. This significantly reduces the training needs of new users. Additionally, the 360° cockpit empowers call center operators to quickly solve complicated requests with the customer on the line. 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

Web-based role centers for twenty common roles in utility organizations provide an intuitive way to interact with MECOMS™. This ensures that data and analytics are always meaningful and accessible to everyone in the organization. Furthermore, because MECOMS™ uses Microsoft technology, it is easy to exchange information with other systems or to export any kind of data to other applications, such as Excel.

MECOMS™ SURE STEP

MECOMS™ UNIVERSITY

MECOMS™ PARTNER NETWORK

PROVEN ABILITY TO EXECUTE

Ferranti and its MECOMS™ Partners continuously invest in their 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.

Methodology

Over the years, Ferranti has developed proven implementation tools to ensure quality and minimize project risk. The MECOMS™ Sure Step methodology builds upon Microsoft Sure Step, 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.

Training and certification

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 programme 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.

Various training tracks are available, ranging from Sales Professional to Professional Developer. Trainees can certify themselves by successfully passing exams.

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

Solid partner network

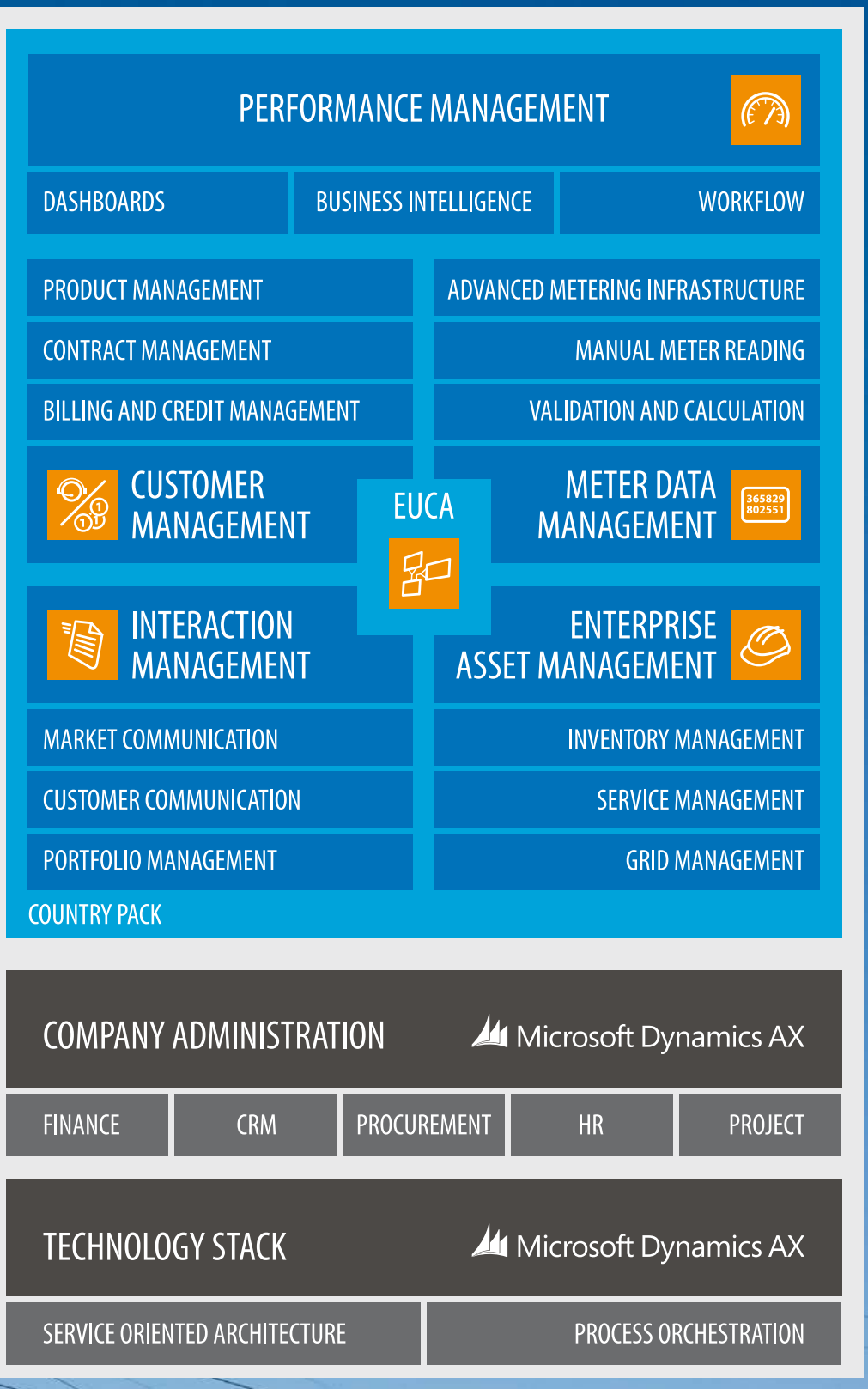
MECOMS™ Partners are among the best in their respective geographies. They combine technical prowess with detailed knowledge of local markets.

Moreover, Ferranti closely collaborates with all of them. If necessary, even domain experts from the product development team will get involved to ensure the success of an implementation.

"MECOMS™ was easy to integrate with our existing systems, and has scaled seamlessly ever since"

— TOM, Chief Information Officer

MECOMS™ FUNCTIONAL OVERVIEW



MECOMS™ EUCA

MECOMS™ is designed to be flexible, efficient and to offer superior insight. It is functionally arranged around five business domains, tied together by the Energy and Utilities Common Architecture (EUCA), its core data model. Since the design is non-monolithic, a utility can license and implement only the modules it actually needs. The modular design also enables easy interfacing with other internal and external applications. All modifications are logged and easy to trace back to individual users.

Moreover, data is time-sliced, making it easy to prepare future changes or to revert to a previous situation. Time slicing also provides a thorough audit trail, which eases compliance with Sarbanes-Oxley, SAS-70, etc. The smart architecture of MECOMS™ permits rapid implementations and modifications, at an attractive cost. Tight integration with Microsoft Office and SharePoint allows data to be imported, exported and used throughout the entire organization.

PRODUCT MANAGEMENT

CONTRACT MANAGEMENT

BILLING AND CREDIT MANAGEMENT

CUSTOMER MANAGEMENT

Product Management

MECOMS™ provides unparalleled flexibility for managing products in today's increasingly competitive utilities markets. Users can create and maintain products by linking commodities with rate structures, taxes and levies. A product configuration contains all parameters for billable items and services. MECOMS™ enables utilities to rapidly develop new market offerings, without any additional programming.

Contract Management

Contract types and templates are created according to the products offered. MECOMS™ features an advanced pricing and quotation suite, which is especially valuable in today's B2B markets. It allows fixed, semi-flexible and full flexible pricing models. The formulas to calculate prices are managed using an intuitive, graphical formula builder.

Advanced contract conditions, such as auto-balancing, cash-out and take or pay, are all possible. MECOMS™ automatically takes care of these arrangements in billing and other administrative processes.

Billing and Credit Management

Billing and credit management are core processes for any utility. 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 seamlessly taken into account by the billing system, which calculates and validates invoice-lines on-the-fly 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. Furthermore, on-the-spot validations detect anomalies long before the actual billing run. This allows error-free billing runs, with increased speed and accuracy. Furthermore, MECOMS™ provides out-of-the-box support for real time pricing and billing. Scheduled and on-demand meter readings are handled simultaneously, and future price changes are already taken into account when calculating advances.

Rules for validation are easy to configure and provide flexibility to cope with unexpected events. Besides metered commodities, a system of consumption units allows billing of unmetered product. Furthermore, additional items can be derived from the metered consumption. For example, calculating waste water charges based on tap water usage.

Bills can be presented in various ways: through a web portal, per e-mail, by post (using a print service), or through standard interfaces, such as EDI and Zoomit.

EFFICIENT.

INCREASE CUSTOMER SATISFACTION WHILE LOWERING COST TO SERVE

MECOMS™ Credit Management handles payment processing and all communications related to it. MECOMS™ lets utilities maximize the amount of timely payments, while minimizing the dunning costs. MECOMS™ assigns and regularly updates scores to assess the creditworthiness of every customer. Furthermore, information from external credit checks can easily be linked to the customer database to refine the risk assessments. This is especially useful for B2B customers.

A sophisticated engine for collection management, or dunning, takes into account the customer's segment and individual history. It then determines whether to charge a fee, after which it will send out or plan the most appropriate reminders (letter, e-mail, personal call). If this has no avail, MECOMS™ provides methods to send defaulters to a collections agency or to initiate legal action.

MECOMS™ offers flexibility to adjust payment terms to the specific situation of a customer. Measures such as delaying due dates, custom payment schedules and payment by third parties enable the customer to settle his debt instead of defaulting.

MECOMS™ communicates directly with banks and automatically interprets all incoming payments to manage direct debit administration. At the core is a sophisticated matching engine. It combines many parameters into a dynamic scoring system 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.

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ADVANCED METERING INTERACTION

MANUAL METER READING

VALIDATION AND CALCULATION

METER DATA MANAGEMENT

Meter Data Management focuses on data quality and controlling the information flood. MECOMS™ handles all aspects of meter data collection, validation and calculation to turn raw meter reads into reliable consumption data.

Advanced Metering Infrastructure

MECOMS™ is smart meter ready. It provides two-way communication with smart meters and is able to processes large volumes of smart metering data via the Smart Metering Communication Bus. Moreover, MECOMS™ facilitates smart metering processes for meter asset management, monitoring and the interaction with customers and other market parties. MECOMS™ also handles 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, without additional appliances. An efficient unmetered to metered flow facilitates large-scale meter deployments and offers bulk transferring connections from specific areas.

Manual Meter Reading

MECOMS™ organizes the entire Manual Meter Reading process. MECOMS™ wireless portable terminals for meter readers enable suppliers to receive their meter readings within the same day. MECOMS™ Mobile lets meter readers access and register relevant information on their terminal (e.g. defects, fraud or the meter location). The terminal performs on-the-spot validation and can communicate instantly using a cellular data connection. It also provides meter readers with their assignments for the upcoming days.

Periodical meter reading routes often reflect the accumulated experience of many years. For unplanned meter readings on demand (MROD), however, routes are generated dynamically. MECOMS™ takes into account the location of the meter reader and the accessibility of the locations to create an optimal route. The continuous connectivity of the terminals allows operators to send updates or additional tasks to a meter reader while he or she is in the field.

MECOMS™ also offers many self-service channels. Paper index cards returned by customers are automatically scanned using optical character recognition (OCR). An interactive voice recognition (IVR) system lets customers report their meter readings over the telephone, and can include immediate validation. Furthermore, MECOMS™ B2C and B2B web portals let customers enter index values, perform validations and consult their consumption history.

Validation and Calculation

Meter readings are stored and validated in MECOMS™ using flexible business rules. Even on ordinary hardware, MECOMS™ smoothly processes and stores millions of meter readings.

MECOMS™ allows the definition of business validation rules in a user-friendly manner, without additional development. Multiple rules can be active simultaneously, and can be prioritized to match changing business needs. The validation rules are executed in the main MECOMS™ system, but also on mobile devices and self-service portals to further reduce the likelihood of erroneous values.

Converting meter readings into consumptions is done using meter certificates, which are linked to the meter of each individual customer. Thus, readings of a diverse, historically grown metering park are processed consistently. Complex metering configurations, often with local production, are also taken into account. MECOMS™ makes it easy to configure calculation factors, such as daily temperatures (to calculate energy in gas volumes), SLP/EAV's and proxy-consumptions (related products which are metered indirectly). Estimations, based on consumption profiles or historical data, are automatically calculated as a substitute for missing data.

MECOMS™ Smart Metering Communication Bus

MECOMS™ Smart Metering Communication Bus (SMCB) has been designed to manage Smart Metering assets and complex two-way communication in a multi-brand, multi-protocol and multi-user environment. SMCB guarantees a comprehensive management of the metering assets, while at the same time offering the flexibility to link several different proprietary protocols to each other and the central system. In addition, it supports 'push' as well as 'pull' AMI architectures. SMCB makes MECOMS™ a device-independent solution.

SMCB is developed together with database experts from Microsoft. MECOMS™ uses innovative technologies, such as In-Memory Analytics and Smart Volume Streaming, to ensure that it is able to handle massive amounts of data. In a 2012 benchmark, a few regular PC's running MECOMS™ were able to handle 270,000 metering values per second. In a real life situation, with 15 minute intervals, this would correspond to more than 100 million meters.

MARKET COMMUNICATION

CUSTOMER COMMUNICATION

PORTFOLIO MANAGEMENT

INTERACTION MANAGEMENT

Market Communication

IT systems do not exist in a void. 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 communication, both in a regulated as well as in a deregulated market.

Market Communication enables SOA-based EDI or XML messaging of customer scenarios, master data and 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 Communication can be used for reporting to partners, regulators, etc.

The MECOMS™ design separates generic processes from market-specific business logic, using interchangeable market blueprints. This approach greatly simplifies new implementations and continuing compliance with evolving market rules. MECOMS™ also provides a standard message library and a message mapper tool to rapidly implement new messages. Journals allow easy follow up and error-handling.

Customer Communication

MECOMS™ does not force utility companies to choose between improving customer service and reducing cost to serve. A high degree of automation, intuitive user interfaces and sophisticated error prevention increase both efficiency and customer satisfaction. Customer care staff is empowered to handle even the most complex situations in fluent workflows, while dynamic rules make it easy to customize MECOMS™ for specific situations.

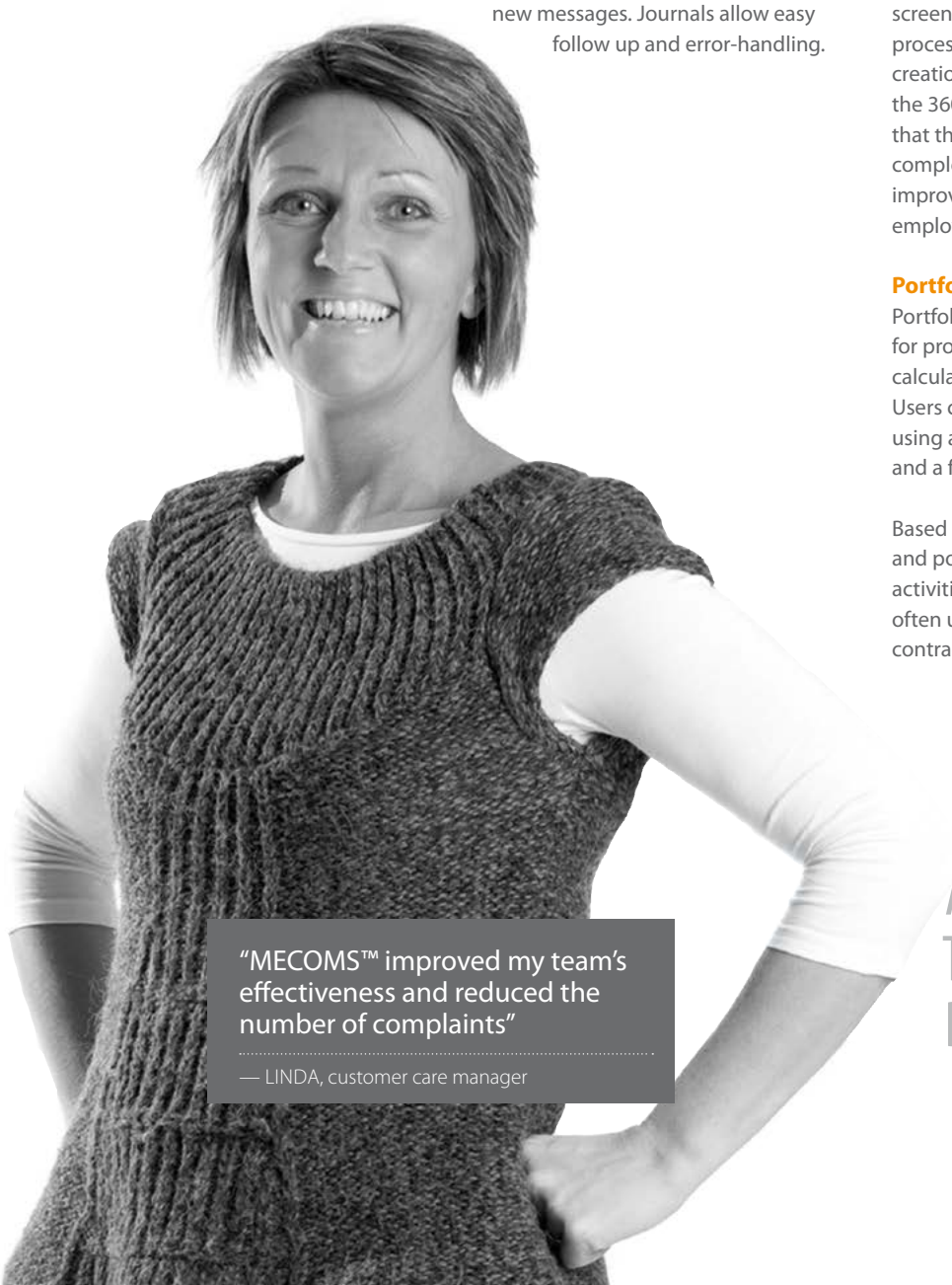
In order to increase customer intimacy, MECOMS™ offers innovative interaction channels. B2B and B2C web portals let customers consult and update their information with a web browser. Furthermore, for B2C customers, MECOMS™ offers a smart home application which runs on Xbox game consoles and an App for tablets.

MECOMS™ CRM offers customer care staff a 360° Cockpit™ for a quick and complete view on all information related to a customer, from meter readings and consumptions, to contracts, invoices, payments, repair, and maintenance. State-of-the-art screens enable real-time completion of complex processes, such as move-in, final invoice, contract creation and catch-up of payment advances. With the 360° Cockpit™, processes are completed so fast that the customer can remain on the phone until completion. This significantly reduces call times and improves the experience, both for customers and employees.

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, companies can manage their 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.



"MECOMS™ improved my team's effectiveness and reduced the number of complaints"

— LINDA, customer care manager

FLEXIBLE.

ADAPT QUICKLY TO CHANGING BUSINESS NEEDS

INVENTORY MANAGEMENT

SERVICE MANAGEMENT

GRID MANAGEMENT

ENTERPRISE ASSET MANAGEMENT

MECOMS™ provides an integrated and cost-efficient way to manage mission-critical assets, according to best practices. It enables utilities to tackle complex asset management projects, according to standards such as PAS55. MECOMS™ integrates human resources, purchasing, inventory management, products, sales, projects, meter data management and financial accounting into a holistic and process-driven system. Furthermore, MECOMS™ allows for gradual deployment of smart meters throughout the grid, without impacting on-going business.

Inventory Management

Utilities need to manage thousands or millions of meters and other devices, often at customer premises. These need to be installed, maintained, calibrated, repaired or replaced. MECOMS™ Inventory Management tracks all assets, from pipes and cables to connections, and stores communication properties for Automatic and Smart Metering. Furthermore, Asset Lifecycle Management manages the complex and evolving relations between assets and provides a way to go back in time and trace each asset throughout its lifespan.

When a technician works on an asset, he can access all the information above from a single screen. Furthermore, any information provided by the technician about the meter's condition is fed into the Conditional Monitoring module. This will allow the creation of automated actions based on pre-defined situations.

Service Management

MECOMS™ Service Management synthesizes all available information to optimize both planned and incidental maintenance. It plans and assigns maintenance work to field workers, for example meter installations and decommissioning. Using mobile devices, technicians work on-site while being connected in real-time to the back office system via GPRS. Rescheduling, communication, alerts and notifications are all done using these handheld devices.

Information about skills and people's availability from the HR module is used to propose an optimized planning and dispatching of resources. Furthermore, MECOMS™ uses project and quotation templates to improve financial transparency. Work outsourcing or offering added services, such as service contracts for devices owned by customers, are seamlessly integrated into the overall service management. By eliminating inefficiencies and unnecessary work, productivity is significantly improved.

Grid Management

Grid management lets utilities define, consult and navigate delivery and data communications in a time sliced view. To avoid needless incident reports, maintenance and shutdowns are automatically communicated to the validation process and to the CRM staff while they take calls. Furthermore, Grid Management offers visual GIS-integration, smart metering provisioning using service pools and tight integration with the smart metering communication bus.

Microsoft Dynamics™

MECOMS™ TECHNOLOGY

MECOMS™ is a vertical solution for the utilities industry, built on top of Microsoft Dynamics™ AX, Microsoft's flagship ERP suite.

Microsoft Dynamics™ AX provides generic ERP functionality, such as Finance, CRM, Procurement, HR and Project Management. Microsoft Dynamics™ AX is a layered system, which allows for seamless integration on one hand and easy maintainability and upgradeability on the other hand. Because MECOMS™ is fully integrated into Microsoft Dynamics™ AX, all of the functionality and company processes are in one, integrated system with one user interface, one database and one set of business logic, providing a single version of the truth.

With only one technology stack to support, the total cost of ownership is much lower, both from a business and an IT perspective, as opposed to having disparate systems that are linked together.

MECOMS™ is often integrated in more complex legacy environments. Therefore, integration requiring business process management across systems is often needed. MECOMS™ leverages the Microsoft Dynamics™ AX infrastructure and optionally Microsoft BizTalk® to deliver true SOA integration.

MECOMS™ is certified for Microsoft Dynamics™ AX, which means that each release is thoroughly tested by an independent third party.

DASHBOARDS

BUSINESS INTELLIGENCE

WORKFLOW

PERFORMANCE MANAGEMENT

To preserve competitiveness, modern enterprises need raw data to be transformed into analytics and strategic insights.

Dashboards

MECOMS™ offers pre-defined role centers for common job functions in utility organizations. These offer an intuitive approach to use the system, and help to cope with the natural overlap between different modules and departments.

These web-based screens provide a unified view with all relevant work cues, navigation, links, KPI's and graphics, so managers can quickly asses their unit's performance.

Apart from common financial and operational KPI's, any workflow can be turned into a KPI, to assess its speed and outcome.

Business Intelligence

MECOMS™ lets utilities measure their effectiveness by transforming data into intelligence. Profit Management, based on customer segmentations, margin calculation and cost to serve analysis, empowers energy and utility companies to identify businesses opportunities and take informed decisions. Furthermore, users can configure their own KPI's, such as environmental impact or staff productivity. Past trends can be analysed to forecast future evolutions and data can easily be exported to other analytical tools.

Workflow

MECOMS™ Workflow is a generic framework to automate the steps of any process. It greatly improves cooperation between departments and increases accountability. Furthermore, the status and results of any workflow can easily be included as KPI's in a role center.

"MECOMS™ lets me save time by managing meter installations while I'm on the road"

— CARL, Field Technician

INSIGHTFUL.

DETECT INEFFICIENCIES AND DISCOVER NEW BUSINESS OPPORTUNITIES

MECOMS™ MARKET ROLE OVERVIEW

MECOMS™ is functionally arranged around five business domains, tied together by the Energy and Utilities Common Architecture (EUCA), its core data model. You have the option to explore MECOMS™ in a functional way or you can choose the Market Role approach where you will be able to view the business processes which are enabled through our MECOMS™ Modules for your specific role in the market. Our MECOMS™ Modules enable business processes that will enable you to reach benefits for your business. We have mapped this flow for 5 Market Role types: Generation/Producer, Transmission System Operator, Distribution Network Operator, Retailer/Supplier, Integrated Companies. These flows are based on, but not limited to, proven best-practices.

BUSINESS BENEFITS	FASTER GO-TO MARKET	OPTIMIZED CUSTOMER ACQUISITION, RETENTION & SERVICE	HIGHER PROFITABILITY & RISK REDUCTION	FASTER INTERVENTION	TROUBLEFREE HANDLING OF COMPLEX INFRASTRUCTURE & DATA QUALITY	OPTIMIZED CASH FLOW

BUSINESS BENEFITS EXPLAINED

FASTER GO-TO-MARKET

- Quick set-up of products
- Simple as well as complex products
- Full integration with other modules (eg billing engine)

OPTIMIZED CUSTOMER ACQUISTION, RETENTION & SERVICE

- Full customer view (360° cockpits)
- Data / customer insight
- Management by exception – minimum errors

HIGHER PROFITABILITY & RISK REDUCTION

- Highly flexible forecasting / formula engine
- Insight in deals & consumptions
- Integration with outside world (eg commodity exchanges)

FASTER INTERVENTION

- Link between customer & asset data (insight in customer data)
- Deep integration with AX (eg finance)
- Automation where possible (eg usage of templates)

TROUBLEFREE HANDLING OF COMPLEX INFRASTRUCTURE & DATA QUALITY

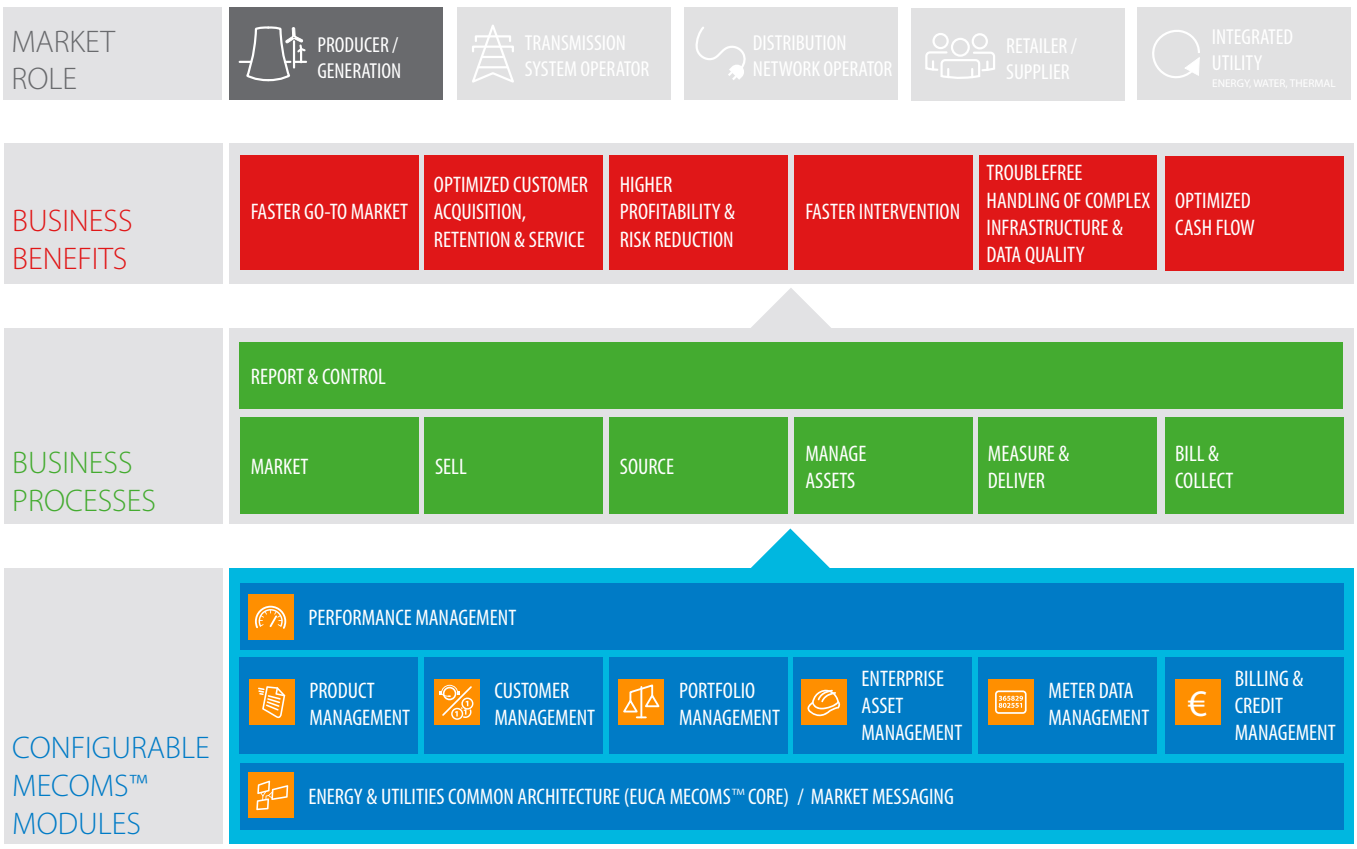
- Mapping of real-life situations with highly flexible certificates
- Smart-ready
- Management by exception (eg validation framework)

OPTIMIZED CASH FLOW

- High automation
- Management by exception (eg validation framework)
- Process Insight (1 data model for all processes)

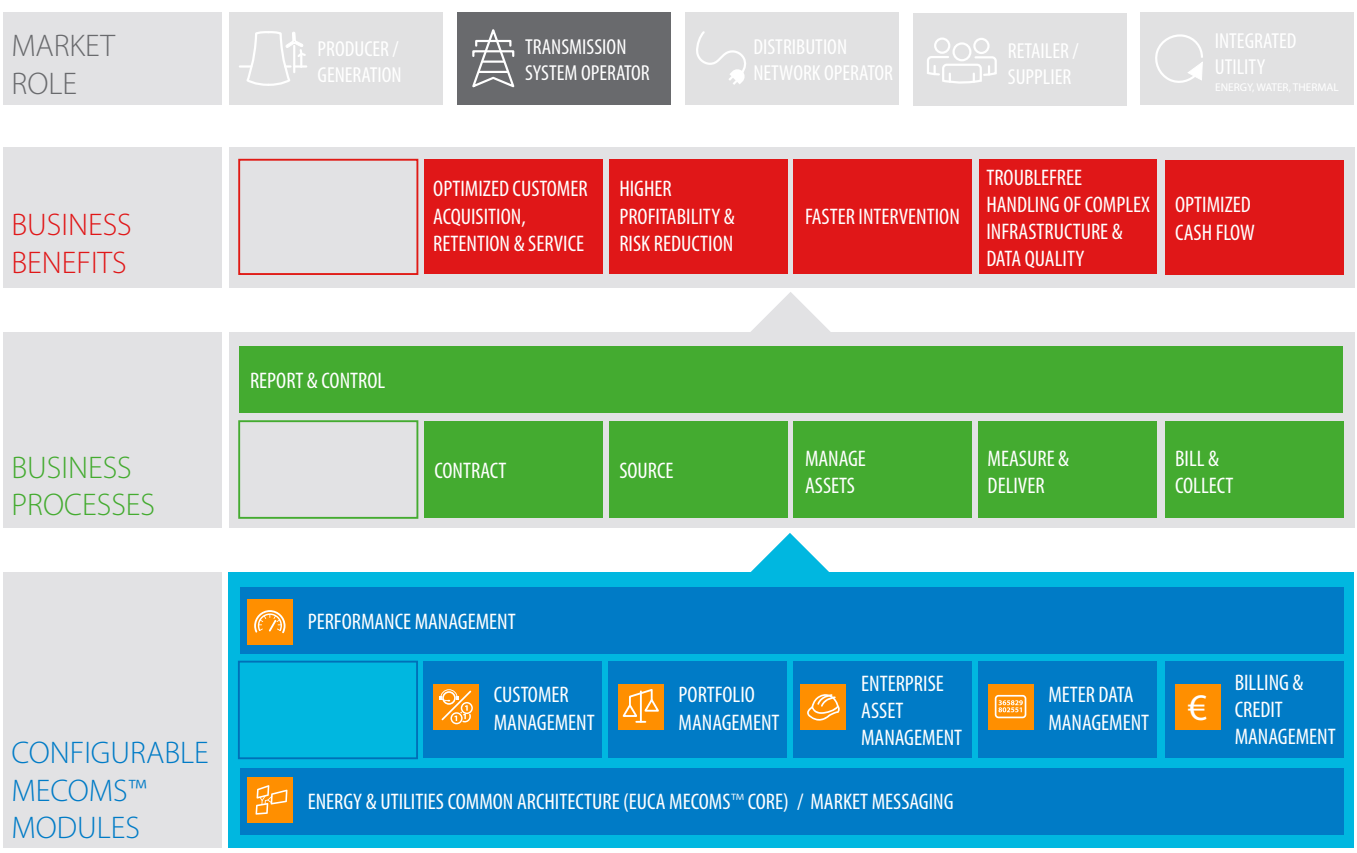
GENERATION

View the benefits per process through configurable MECOMS™ Modules for Generation Companies / Producers.



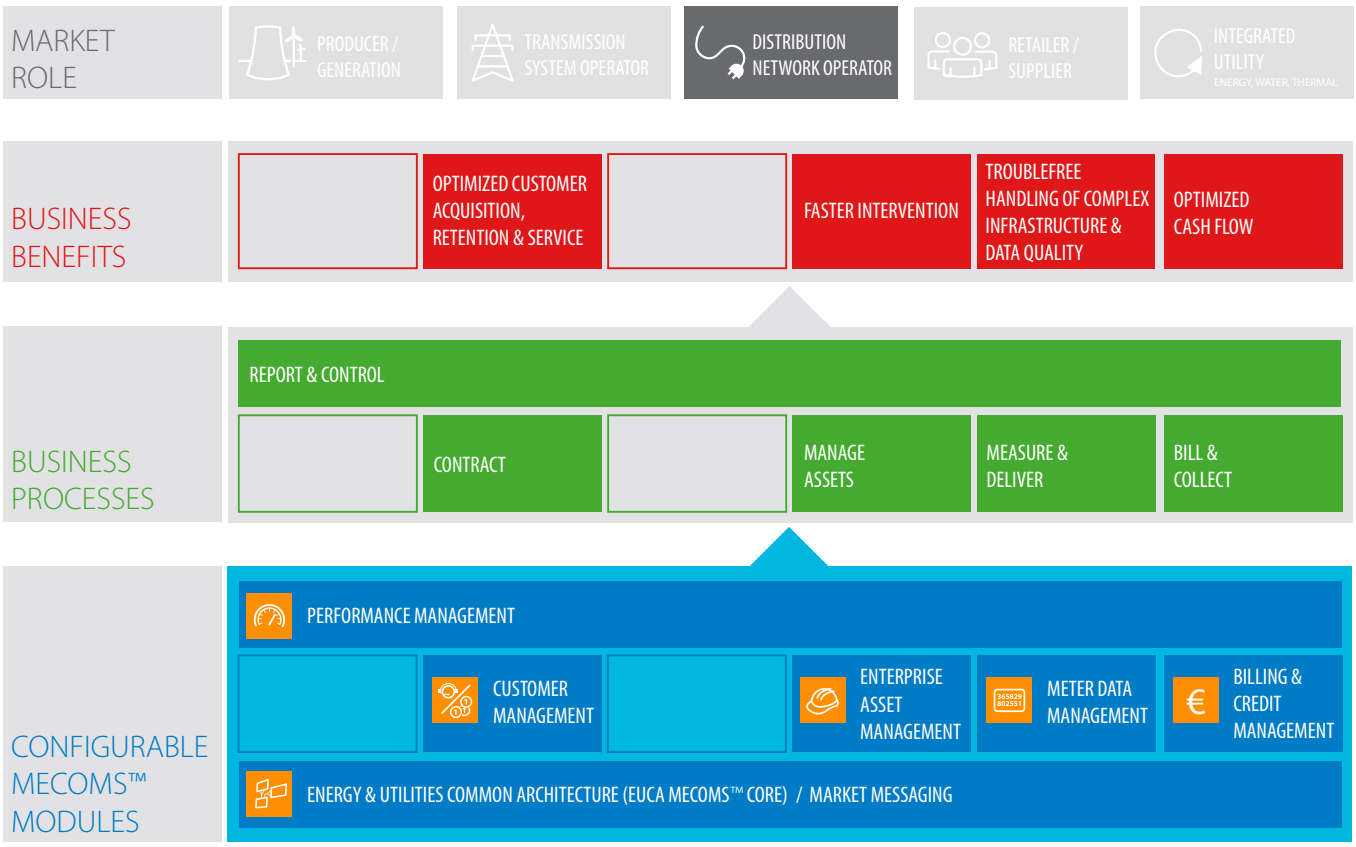
TRANSMISSION

View the benefits per process through configurable MECOMS™ Modules for Transmission System Operators.



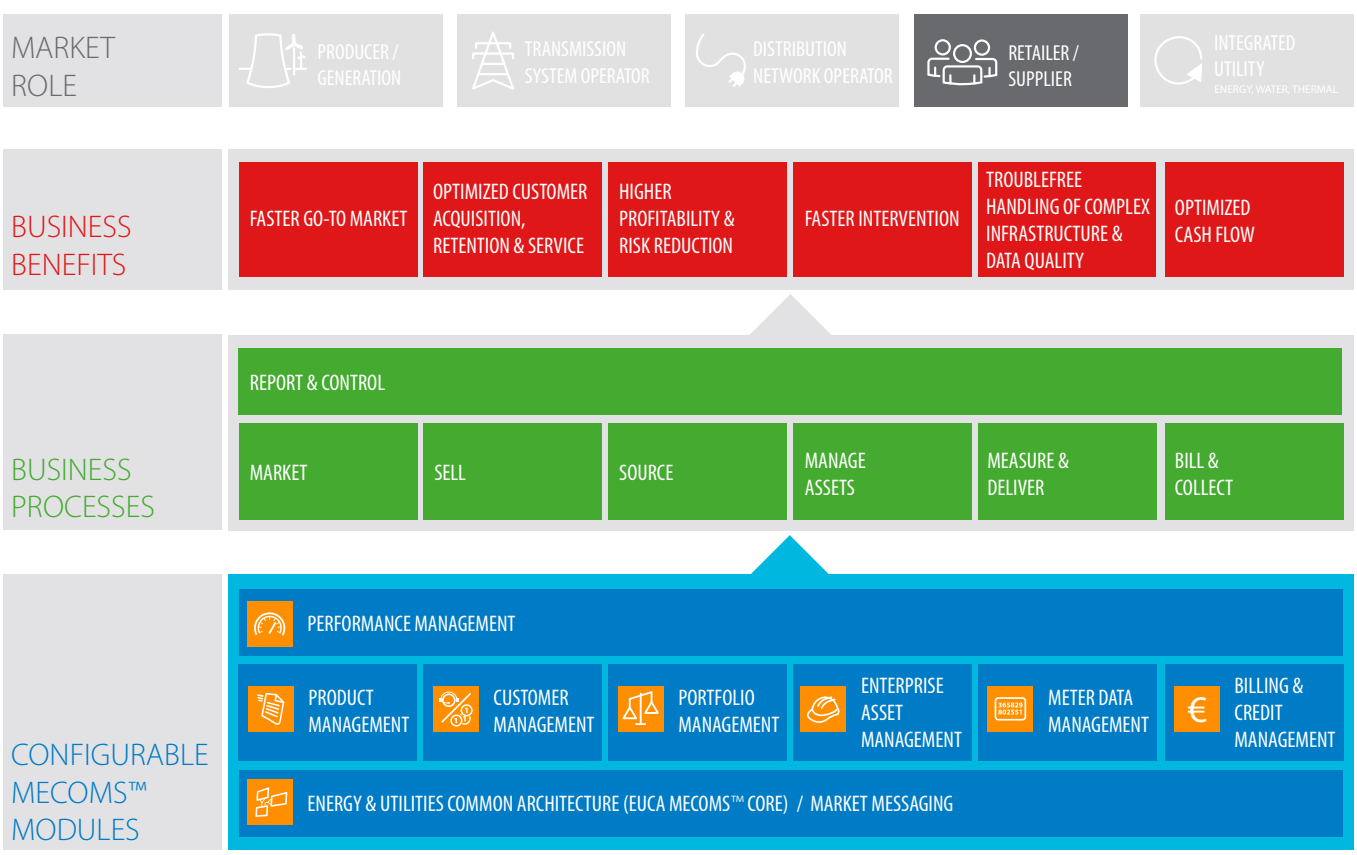
DISTRIBUTION

View the benefits per process through configurable MECOMS™ Modules for Distribution Network Operators.



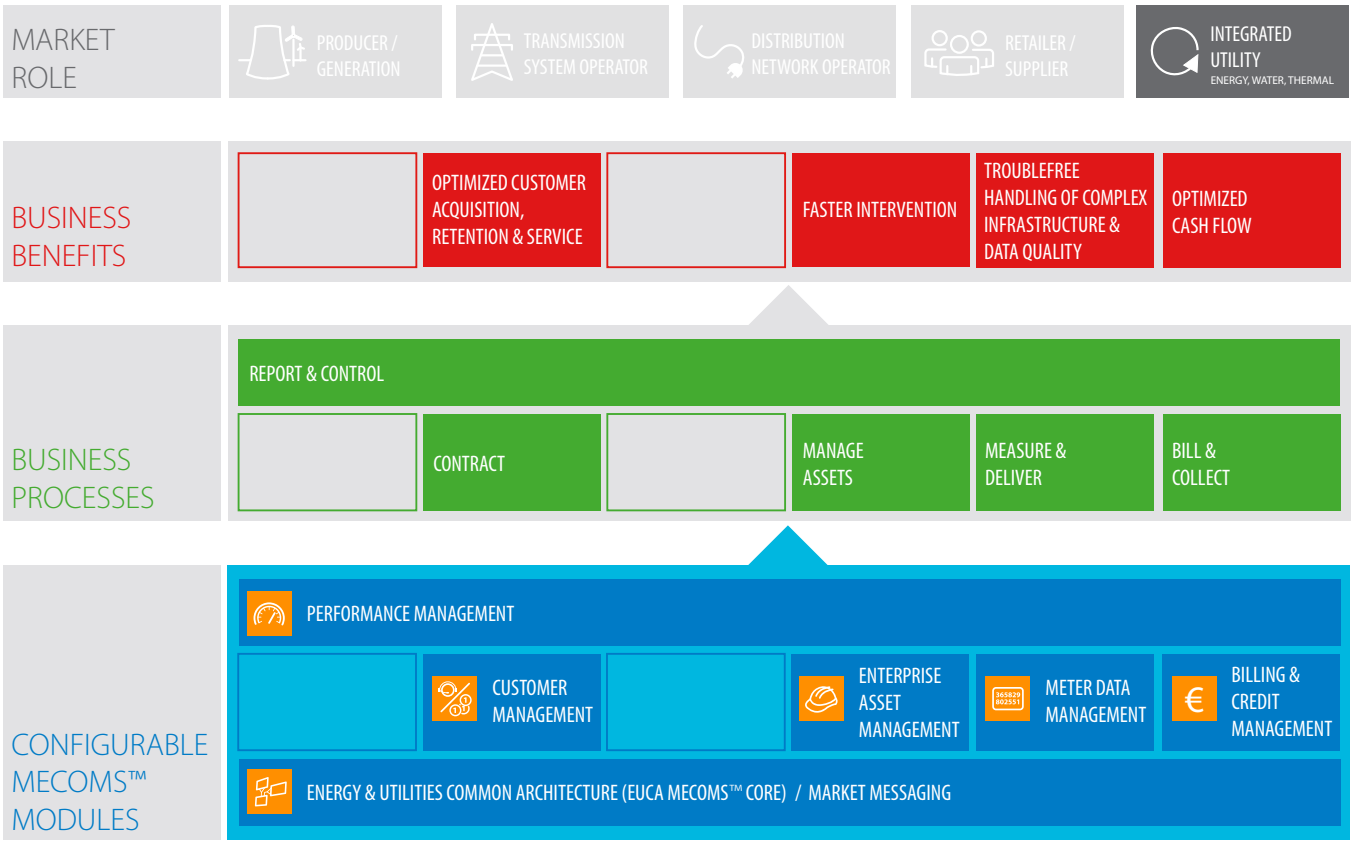
RETAILER / SUPPLIER

View the benefits per process through configurable MECOMS™ Modules for Retailer/Supplier Companies.



INTEGRATED

View the benefits per process through configurable MECOMS™ Modules for Integrated Companies (Energy, Water and/or Thermal).



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Visite our website for more information and details about our software solution.

www.MECOMS.com

MECOMS™ is a business support system for energy and utility companies, providing both Meter Data Management (MDM) and a Customer Information System (CIS). It combines flexibility, efficiency and smart insights to drastically cut cost-to-serve, even in a changing environment.
MECOMS™ is Microsoft's only recommended solution for energy and utility companies across the globe. MECOMS™ is refreshingly different and empowers utilities to outsmart the competition.
This is proven by many successful implementations at utilities around the world.

www.mecoms.com

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