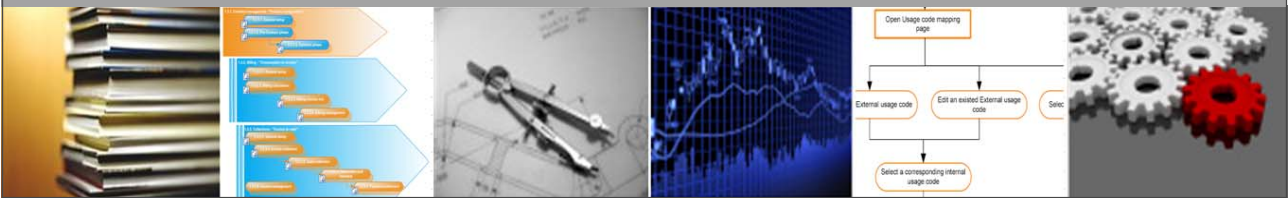


# MECOMS Business Processes

Metering & Contract Management System

**MECOMS**<sup>®</sup>  
metering & contract  
management system

The reference ERP-CRM solution to empower Energy, Water & Utility Companies



Almost every executive is facing the challenge of reducing costs and inefficiency, improve quality and flexibility or leverage on human and financial capital investments. Regrettably in most companies many of its components (people, systems and processes) are separated and isolated. Energy, Utility and Water companies – especially in complex liberalized environments – are no exception to this rule. The question remains how to manage those challenges in such complicating circumstances. There are however two solutions: Business Process Modelling and Business Process Management. They are both a tool to align and coordinate

resources and effectively manage them. Energy, Utilities and Water companies run both general as well as very specific processes. Thanks to more than 30 years of experience in the utilities markets, Ferranti Computer Systems managed to pinpoint the top 4 generic processes and the best practices that form them. These four top-level processes are further elaborated to the most -detailed level possible. All are secured in blue printed processes and make up a complete blue print process library for the utility market. MECOMS For Dynamics AX features a special modelling tool, but also extensive process management support so that you have the right tools the handle the challenges.

## >> Based on experience and best practices

Ferranti Computer Systems identified the **top 4 generic processes** and the best practices that compose them and developed a **library of blue printed processes** thanks to its 3 decades of experience in the utility market. Ferranti and its partners use these industry-specific blue prints to implement MECOMS.

The idea is that approximately 80% of **industry related business processes** can be blue printed. As a result more effort can be put in those 20% that will **make a difference** for your company. Those 20% of company specific processes that will make you **stand out**.

## >> Four Top-Level Processes

The four top-level utilities' processes are: meter-to-consumption, consumption-to-cash, asset management and customer relationship management. These four top level processes are **further elaborated** to the most-detailed level possible. All processes are **secured in blue printed process views** and make up a complete blue print process library for the utility market. One of the biggest advantages is that these processes are **readily available** and can be consulted in various ways for **editing, reviewing** or **business transition**. Also all processes in the library are adjustable using a **state-of-the-art and user friendly Business Process Modelling tool**. What's more, there is a direct link between the MECOMS application and this BPM tool to facilitate easy access and synchronization between both.

## Highlights:

- **Enterprise Solutions For Energy, Water and Utility Companies**
- **Business Process Modelling**
- **Designed for Liberalized and Non-Liberalized Environments**
- **Business Process Management**
- **Blue Printed Library**
- **Business Process Optimization**

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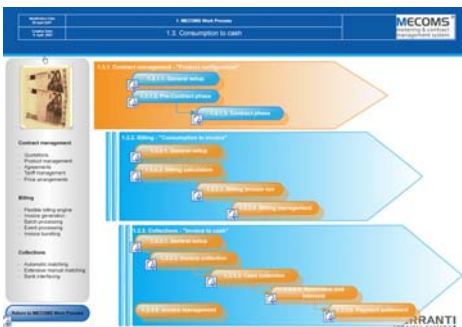


## >> Meter-To-Consumption

The first top level process, **Meter-to-consumption**, contains all sub-processes that are connected to **data collection, validation and calculation**. The data collection processes support a.o. meter reading configuration (AMR, MMR, etc.), meter reading activation, **meter reading** itself (OCR, websites, IVR, file interfacing, etc.) and meter reading results review. The validation process contains sub-processes like validation setup & configuration, validation coding & mapping, validation rule defining, index value validation or consumption validation. The calculation process has sub-processes that vary from basic to very advanced data treatment: tariff, formula and calendar setup & configuration, consumption estimation and rectification, allocation and reconciliation run set-up, and so on.

## >> Consumption-To-Cash

**Consumption-to-cash** is the second top level process. It covers the **complete consumption-to-cash cycle** and therefore contains sub-processes related to **contract management, billing and collections**. However also **Forecasting, Balancing and Trading** processes are foreseen. Included contract management processes are e.g. product configuration in both pre- and after-sales phases, general ledger and sales tax group setup, item group setup & tariff management. Billing processes are a.o. billing run configuration and execution, invoice and invoice group configuration, invoice previewing and adjusting. Some of the main collection processes that are blueprinted are payment, term of payment and method of payment setup, bank and financial interfacing, payment-to-invoice matching and matching configuration.



## >> Asset Management

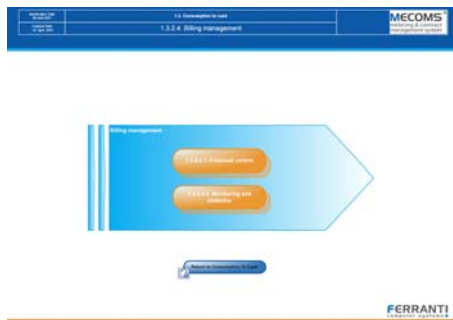
The third top-level process is **Asset Management**. All blue printed Asset Management processes can be divided into 4 categories: **meter installation, meter replacement, meter calibration & control** and **workforce management**. The meter installation processes are e.g. connection registration, meter registration, placement registration, GIS & CRM linking and EDI configuration. Meter replacement processes are for example adjustment registration, removal registration, replacement registration, supply chain & warehouse management, control management and registration. Meter calibration and control processes are focused on calibration registration, adjustment registration,

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result management, bulk or unit-per-unit management, certification and device code management. Finally, the workforce management processes are a.o. tour optimization, workforce planning, workforce scheduling, supply chain & warehouse integration in connection to workforce planning.

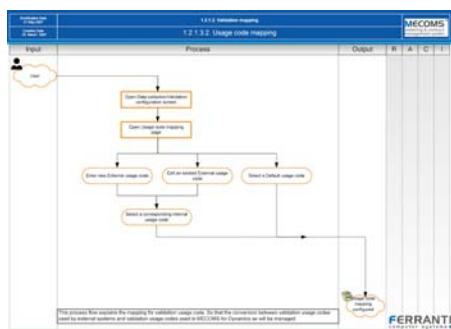


## >> Customer Relationship Management

MECOMS' blue printed **CRM processes** contain a wide range of customer interaction functionality. There are various **pre-contract processes**, such as campaign management, for managing your sales strategy; lead management, to get the most out of the market; opportunity management, not to lose any opportunities; contract management, to be able to offer the best of products for you and your client. Besides pre-contract phase, several blue printed **after-sales processes** are available, like customer switching, supplier switching, combined switching, rectification and service management.

## >> Utility Specific Blue Printing

Ferranti combined typical default business blue prints that cover **all processes linked to a specific type of company** and to the role it plays in the market. MECOMS Blue Printed Processes **focus on a solution for the specific challenges** these organizations are confronted with. As a result there are now four MECOMS solutions readily available for **Metering Companies, Grid Operators, Suppliers** and **Water Companies**.



## >> Metering Companies

Today's market offers on a **high tempo** new meter types, meter reading protocols, communication means, but also **different legislation**. Metering companies should be able to swiftly integrate new technologies and laws but at the same time easily manage the existing install base. And most important of all: they should provide **quality data** to all parties involved in the market.

## >> Grid Operators

MECOMS' Grid Operator Blue Print takes into account specifics such as the **evolution towards smart metering**, unified tariff management and **better service management**. It tackles the needs driven by regulation, service and market operation. It features **elaborate Asset Management processes** and has extensive support for **Electronic Data Interchange**. MECOMS includes flexible calculation support enabling them to calculate

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e.g. network, grid or capacity fees. Finally, MECOMS for Grid Operators features **transport and capacity programs** to simplify their network management and to enhance their service to their customers.

## >> Suppliers

The MECOMS Suppliers Blue Print was developed to **improve** the supplier's business **performance**, to **lower costs** and to **increase competitive advantage**. MECOMS provides the tools to improve customer satisfaction and retention. MECOMS also features flexible contract management and has solid, yet very flexible billing and collections components. They ensure swift **invoicing and collection processes** in both voluminous **B2C** environments and volatile **B2B** markets. MECOMS for Suppliers is **workflow driven** allowing you to handle various processes such as move-in/move-out, drop out, customer switches, supplier switches and so on.



## >> Water Companies

The MECOMS Water Company Blue Print was specifically designed for businesses that are driven by **regulation, customer service**, integration of **new products & services** and water specific issues such as the evolution towards **integrated water chains** and **waste water billing**. MECOMS provides complete **invoicing and collection processes** in both **B2C** environments and **B2B** markets. MECOMS for Water Companies has a **broad range of data collection** related features (Automatic Meter Reading and Smart Metering, Manual Meter Reading, Tour generation and workforce/service management). MECOMS supports various **validation checks** but also numerous calculations like **consumption, waste water fees and levies**. The water blue print has special tools for **estimation** that is so **specific to the water business**, like unmeasured consumptions and temporary connections. The MECOMS blue print for water companies has a strong **focus on customer service processes**, some of which are strongly **workflow oriented**.



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