"We really wanted to be able to manage our billing in house, so much so that we were going to develop our own software. Then we found Sycous, and saw the opportunities of their online software. It provided both us and our customers the ability to manage billing in a much more user friendly way. We really like the freedom it gives us, and the integration we can have with our existing finance systems. It's relatively simple and easy to use and the support we have received from Sycous has been second to none. The service has been great for us and our customers!"

Victoria Mager
Commissioning Manager at Anchor

anchor

Anchor

It's not easy to make software

Anchor were determined to do their billing in-house. So much so, that they decided to build their own billing software!

The Problem?

A huge investment; time and resources. And without long term commitment and investment it could easily become another piece of legacy software that's unsupported and organisationally restricting. But before all that you need to work out how to interface with your metering equipment.

How Sycous helped

Our online software offered Anchor all the administrative tools they needed. Statement generation, billing, CRM functionality and payment system integration. It even includes features that they weren't including in their own system. Data validation, error detection, fraud check algorithms.

Not just this, but they get access to our ongoing support, future releases and the confidence of knowing they are complying to, and exceeding all regulations and industry standards.

Here at Sycous we have an industry leading understanding of metering technology. We know how to talk to meters, and we know how to build software. The Anchor metering and data collection infrastructure was using the C-Bus protocol, and not our standard MBus protocol.

We customised our software for Anchor to allow for their chosen protocol of data collection. But, we were also able to advise them on the benefits of using the MBus system. Their future developments will have MBus infrastructure, and we can still cater for their legacy hardware.

The best thing... it doesn't cost the earth, meaning their consumers aren't paying excessive administration fees.