SYCOUS®
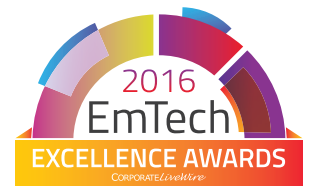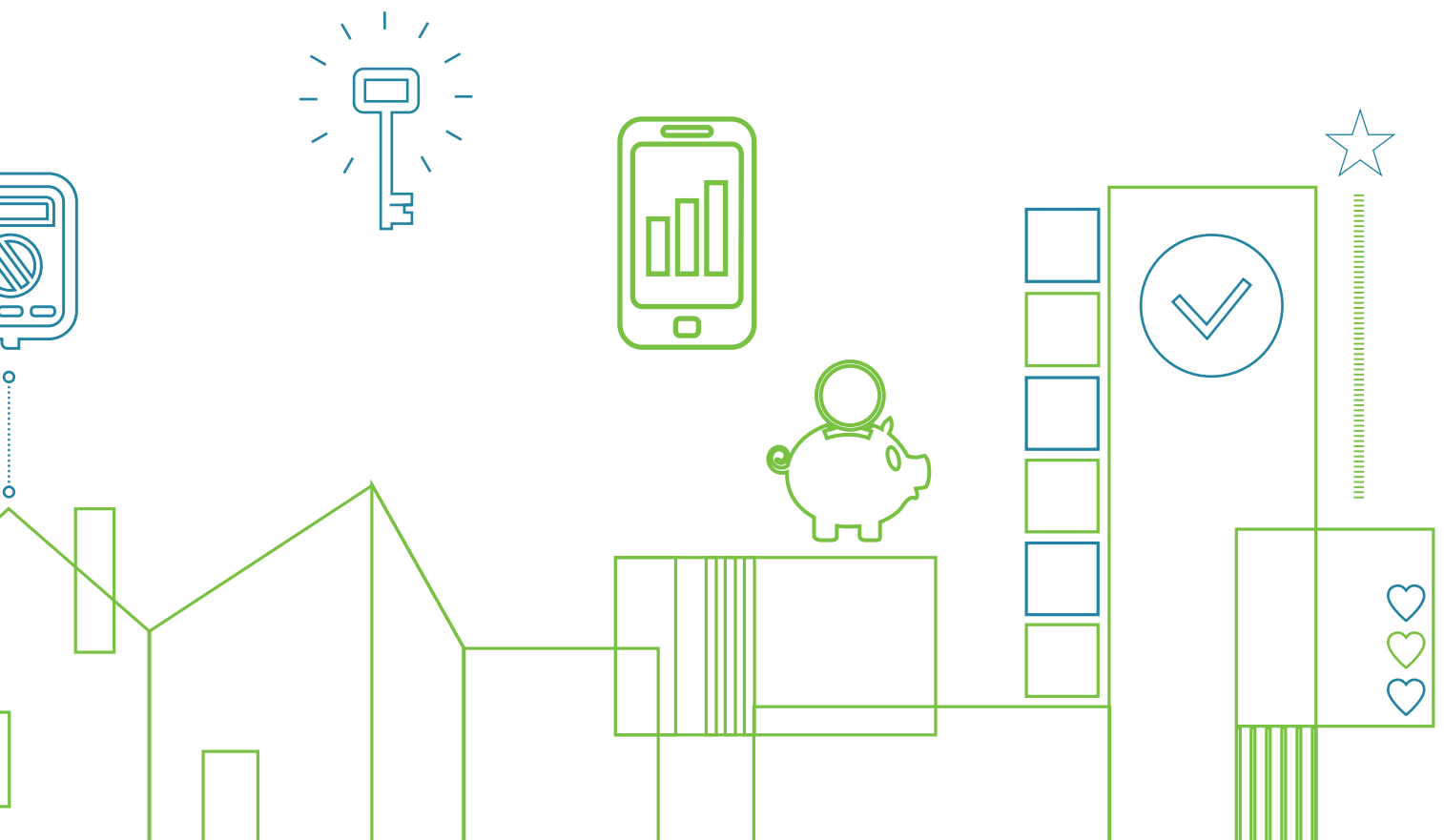
What can mySycous do for you?

Metering and Billing Made Easy.

Welcome to mySycous

Billing doesn't need to be expensive. It doesn't need to be complicated. Whether your energy network supplies one building or an entire city, managing it can be simple and cost effective. We automate as many of the processes for administering an energy network as we can, leaving you free to concentrate on the important things... delivering an excellent service to your consumers!
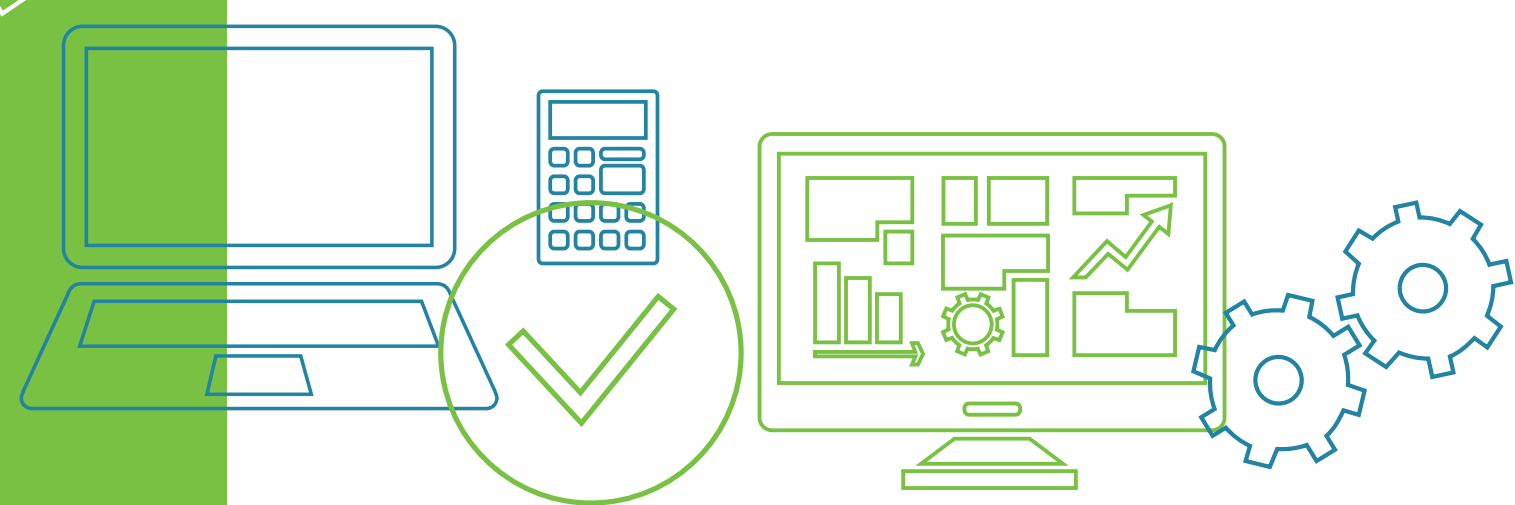
Features

Import and validate your data

E-statements or print files for post

Process payments, manage consumers and hardware

Consumer support and debt control

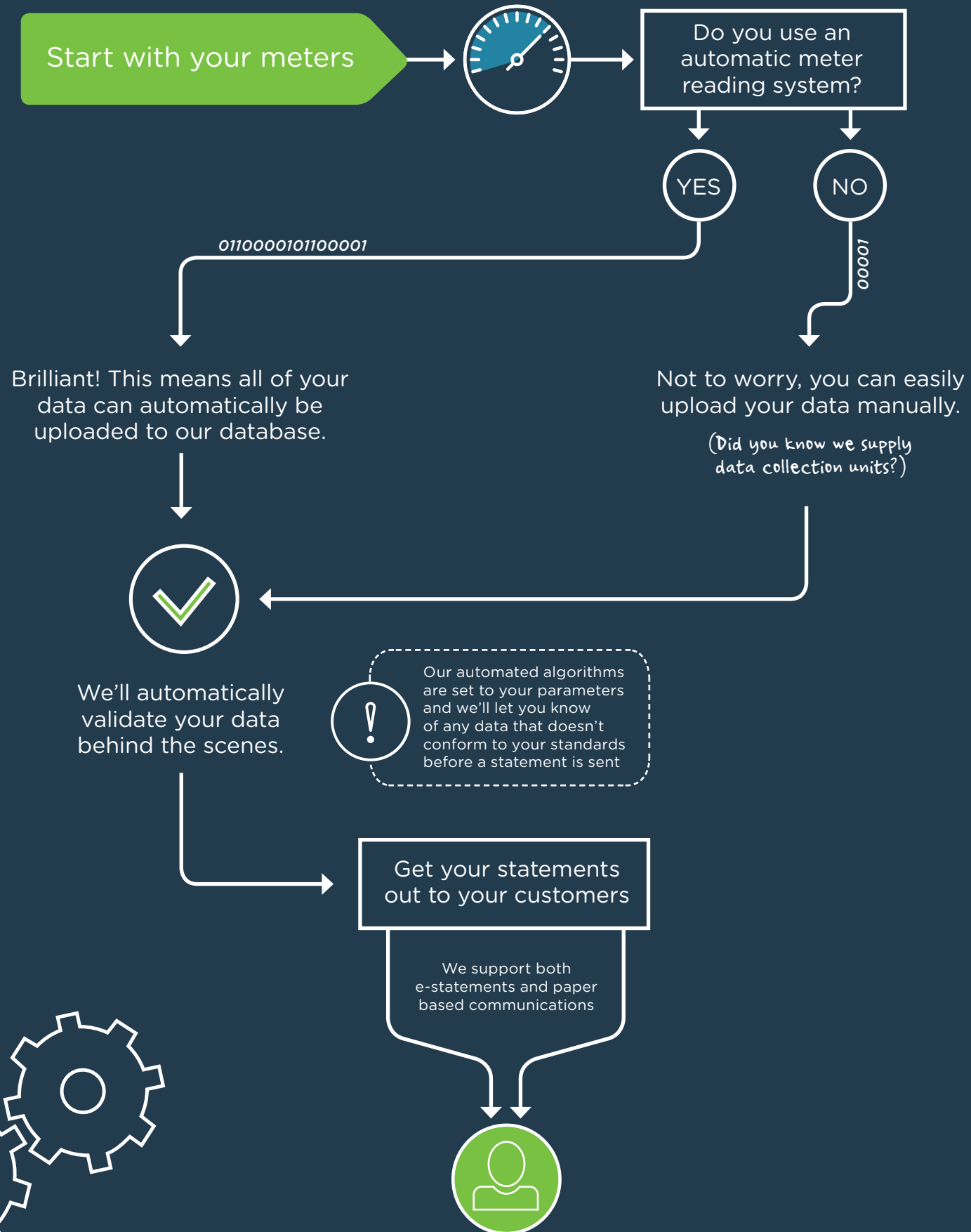## Benefits

Save time – just over 1 hour per month to manage 150 properties

Access your data whenever you need it

Never be outdated, with constant development

Save your consumers up to 24% on their metering and billing charges

How does it work?

Start with your meters

Do you use an automatic meter reading system?

YES

NO

0110000101100001

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Brilliant! This means all of your data can automatically be uploaded to our database.

Not to worry, you can easily upload your data manually.

(Did you know we supply data collection units?)

We'll automatically validate your data behind the scenes.

! Our automated algorithms are set to your parameters and we'll let you know of any data that doesn't conform to your standards before a statement is sent

Get your statements out to your customers

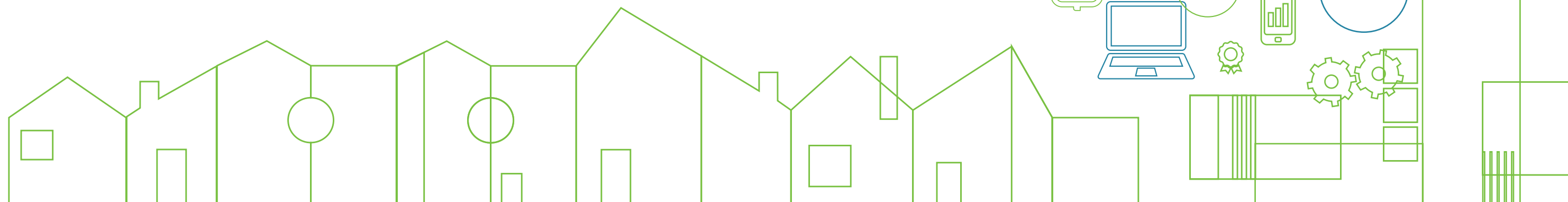We support both e-statements and paper based communications

The mySycous platform allows you to: process payments, manage your consumers, access your data

and let your consumers access their data too. No middlemen.

Welcome Matthew
to Your Utility Dashboard
If you require any additional help or support, please contact the Sycous team on +44(0)113 3845 700 or email info@sycous.com

Search

SYCOUS Homes

Workflow   Accounts   System   Reports

Matthew

Workflow

Training

Report

System

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Date: 04/11/2015

Manage your pay-as-you-go and credit customers all in one place

mySycous delivers increased levels of efficiency across business processes, better utilisation of resources, greater flexibility, risk mitigation and control of cash flow and performance.

Meter management

Keep track of your metering and data collection equipment. Know where it is, when equipment is changed and who's using it at the click of a button.

Data importation and validation

1. Meter data can be imported on **any frequency** and from any source, directly from your automatic meter reading system or manually uploaded.

2. All meter data is **validated** against a range of rules that are **bespoke** to you.

3. All meter data is displayed in graphical format making it **simple** to understand, interpret, compare and export.

4. Abnormalities or missing data? We'll let you know straight away, so you can investigate.

Consumer billing

1. Complete customer relationship management that lets you deliver **exceptional customer service**.

2. **Transparent** and easy to understand statements for your consumers.

3. **Flexible** debt control processes that maximise cash flow and minimise non-payment.

4. Integrate your existing payment solutions to **save time**, money and let you deliver a consistent service.

5. Paper statements or e-billing? Let your consumers decide, we've got both.

Access your data

1. Use **online reporting** to access your metering data. There is more in there than just consumption readings. Temperatures, flow rates, times, serial numbers, error flags. All you need to know to keep your network running smoothly.

2. Let your consumers **access data** too. With online logins so they can check their statements, consumption, peer-to-peer comparisons and more.

Remote and on-site support

1. We think you can **run your energy network yourself**. And we'll automate the standard processes so you don't need to worry about them, saving you time and money.

2. But every now and again you might need support. With meters, data collection equipment or with getting the most you can out of our mySycous online software. We'll be **there to help**.
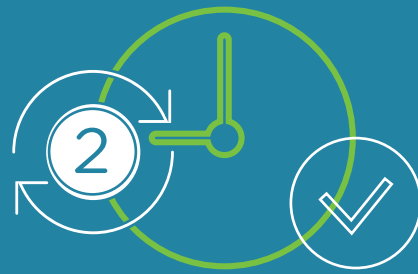
Adapt and change

Nothing ever stays the same, technologies progress, consumer habits change and so do your work practices. We constantly add new user-driven features to our online software at no additional cost to you. We make something better, you get it straight away... **for free**.

Why use mySycous?
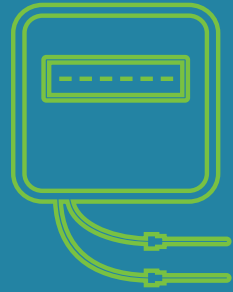
All in house
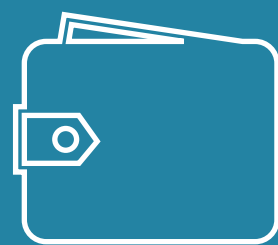mySycous lets you administer your heat network in house.

Quick and simple
Don't worry, it won't take much time. Just over one hour per 150 properties each month, not much more than outsourcing.

Less admin
You reduce your consumers administration charges by up to 78%. That's about £5.50 from every single statement.

Intelligent tariffs
mySycous is innovative and uses intelligent tariffs to reduce consumers heat consumption by up to 12% per month. That's another £4.05 saving per bill for the average customer!

Impressive savings
That means for every £1 you spend, you save consumers £6.30.

What this means
To put it in context, for your average heat network that's an annual combined saving of £13,590 for an hour of work.

Good for you, good for your consumers, good for the planet.

Why wait?

Get connected today to join us on our journey.

Want freedom and reduced long term risks?
We don't do long contracts, giving you the freedom to change, and giving us the drive to make sure you're constantly happy and supported.

Want to make sure it's right?
We make sure your data is validated against essential conditions, as well as any parameters you need individually.

Want to be at the cutting edge every day?
Our software is ever evolving! We make regular changes to our software so it works most effectively for you. We listen to our customers to make the changes you want. Every change is available immediately to you and your consumers, at no extra cost.

Department for Business, Energy & Industrial Strategy

Thank you to BEIS for the funding to study the benefits of mySycous on our partners' heat networks.

Safe and sound

Data is useful. We need it to do all the things we can through our online software. But data is also valuable, personal, and private.

We take data security very seriously.

We recognise the need for data security across the mySycous platform. All data is accessible only to the permitted users and is segregated based on access.

All data is stored in enterprise grade, highly secure, data centres to provide reassurance for the protection of all data. All data is processed and stored in the UK.

Physical Security

- On-site data security 24/7
- Electronic surveillance and access
- Dual power supply and onsite generator backup
- Fibre routing via multiple carriers

System Security

- ISO27001:2005 Information Security Management data centre
- PCI DSS Compliant
- Dedicated servers and back-up servers
- Dedicated server & application firewalls
- Security audits and penetration testing
- Scalable with DDoS protection

Data Security

- Cross-Site scripting prevention
- User re-authentification
- Complex password policies and expiry
- SSL certification / data encryption
- Cross-client data access prevention

SYCOUS®

Thank you.

Today you spoke with:

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Call: ....

Email: ....

To hear more about what we can do to help you.

Our Partners:

SUSTAINABLE HOMES
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ukDEA.org.uk
The UK District Energy Association

SHIFT

ESTA

ZENNER
All that counts.