



MECOMS™ INTEGRATED TOWNSHIP MANAGEMENT

Citizen intimacy along with good road and utility infrastructure, urban governance, equitable housing, security and efficient transport is the key to a modern integrated township. Technology plays an important role in citizen intimacy realization. MECOMS™ is one of the most comprehensive software solutions available to offer unified utility billing, customer care, information dissemination to customers, demand forecasting and performance management to enhance citizen intimacy.

AT A GLANCE

CREATING A NEW EXPERIENCE

- People Ready Business Citizen Management Platform
- An innovative worldwide movement.

ARCHITECTURE

- One Common Solution Architecture
- Deals with:
 - Customer Care
 - Utility Billing
 - MIS BI
 - Leasing/Rentals Bills
 - Maintenance Bills
 - Service Management
 - Collections
- Designed to support growth in scale

Information Technology applications can enable the vision of a modern integrated township. The applications however, should be robust, flexible, scalable and user-friendly to manage the ever-growing and changing requirements and aspirations of a modern township. The choice of the right architecture and solution is therefore of paramount importance.

Typical business imperatives for township management include:-

Improving Citizen Intimacy

- Multiple Citizen Touch points and Interaction Channels with Faster Response Time & Self-service options
- Speedier resolution of operational issues

Operational Improvement

- Billing/ Revenue Efficiency improvement
- Loss reduction and capacity utilization
- Unified utility service management

MIS and Performance Management

MECOMS™ provides a modular solution to address these requirements.

Citizen Intimacy

Building customer intimacy is about how the township management can interact efficiently with citizens. MECOMS™ is designed to facilitate and benefit both citizens and service providers, be it through access to information such as billing, requests or notifications, ease of interaction with the service or call centre representatives or logging of service requests, work orders and complaints.

Following benefits can be provided:

- Informed participation of citizens by providing an interactive, web-based and bidirectional utility management system on a common and unified platform for all utility services like electricity, water and gas
- New tertiary products and services on the top of primary utility services such as energy efficiency, loss reduction etc
- Optimizing asset utilization and operating efficiency of the electricity and water utility system
- Integration with Call Centre, CTI / IVRS, Kiosks, Customer Relationship Centres.



MECOMS™ provides information to manage the relationship with the citizen in a more effective and optimized way by offering a 360° view.

Operational Improvement

The MECOMS™ billing and collection module is used for utilities such as electricity, water, gas and service billing based on metered and/or un-metered connections. The MECOMS™ offers functionality to provide electronic bill presentment and consumption profile presentment to citizens. In essence, the MECOMS™ solution with its unique capability of meter data management can make a definitively favourable impact on the following aspects:

- Billing and Collection for Utility services
- Demand-side forecasting
- Generating lease/ rental/ property tax and other bills and collection
- Enabling the journey towards smart grid through a robust multi-purpose meter data management platform

The solution is also scalable and flexible enough to address consumer growth and technological advancements in the near future such as Advanced Metering Infrastructure (AMI), Home Area Network (HAN), Energy management and building management etc.

MIS and Performance Management

Turning Data into Information is of immense importance to effectively manage a township. The architecture banks on Microsoft SharePoint and Integrated Performance point solution for the same. It can be set up in such a way that customer data, billing information and key performance indicators such as losses, cost to serve, service reliability can be used for planning, re-planning exercises and dashboarding .

MECOMS™ Value Proposition

Ferranti's flagship solution MECOMS™ provides an integrated technology stack to offer metering, billing (services and consumption based), credit management etc. In addition, MECOMS™ covers supporting processes such as asset management, service management, workforce deployment and demand forecasting. Its base technology Axapta can also be used for financials, human resource management, procurement and logistics as needed.

KEY IMPERATIVES

- User friendly application
- Comprehensive dwelling units database
- Manage the cost to serve a citizen
- Manage receipts, payments and receivables

MECOMS™ is the reference end-to-end utilities solution, empowering companies to optimize their business in competitive market environments. It allows service providers to streamline and manage processes, such as metering, contract management, customer relationship management, billing and cash collection, asset management and field services. MECOMS™ is certified for Microsoft Dynamics AX and is highly scalable and modular, providing the flexibility to quickly adapt to changing market conditions.



MECOMS™ Partner Network

Praxis i-Technologies is a valued partner to Ferranti India. They are a multifaceted integrated IT solutions provider and a Microsoft Dynamics Certified Partner. They offer a range of services in the areas of ERP Solutions, Systems Integration, Software Development Services, Product Development, Management Consulting, Business Process Re-engineering and Change Management.



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