

To help energy & utility companies serve their customers better.

7/7/16 17h00 CET **R4.MECOMS.COM**

17hrs Thursday July 7th, Antwerp;

Ferranti Computer Systems launches MECOMS™ R4.

MECOMS[™] R4 is the new release of Ferranti's Customer Care & Billing software for energy and utility companies.

For this release, Ferranti has partnered up with several new technology partners to bring their customers an even more complete solution, straight out of the box.

The new MECOMS[™] R4 takes customer experience management to the next level in the digital era with four major innovations:

- A new **Online Self-Service Portal.** Designed and created in a partnership with November Five, the portal provides a top-notch user experience for utility companies' end users. It covers all of the most important use cases, like requesting support, paying bills, exploring meter usage and arranging a move to a new location.
- **Multichannel Communication**. Add value to the interaction with customers with our native integration with Lasernet from Formpipe. Providers can align their messaging, tone of voice and information across all channels, and model and generate rich, attractive documents (digital and paper) to get closer to the customer.
- The **true 360° Customer Cockpit**. MECOMS R4 offers seamless 2-way integration with Microsoft Dynamics CRM to bring its marketing capabilities to providers' front and back office. The system combines all info about customers in one clickable view.
- Master Contract Management and Discount & Rebate management allow providers to swiftly respond to new go-to market and market(ing) trends without the need for customization. It also helps process the large quantities of new customers, associated with group purchases, in a cost-efficient way.

MECOMS[™] is developed by Ferranti Computer Systems on Microsoft Dynamics AX and is integrated with Microsoft Dynamics CRM.

Starting 17hrs Thursday 7th, you can read more at R4.MECOMS.COM

About Ferranti Computer Systems

Ferranti Computer Systems, a member of the Nijkerk Group, was founded in 1976 in Antwerp, Belgium.

With its flagship MECOMS[™] product, Ferranti is delivering 40 years of experience in the energy, water and utilities markets to its customers.

MECOMS[™] development originated in 1994, and in 2005 the first generation based on Microsoft Dynamics AX was introduced. MECOMS[™] has since then been implemented in more than 50 utilities in 20 countries.

Ferranti is considered a 'Leader' in the IDC MarketScape for Customer Care & Billing solutions in 2016 and is continued placed in the 'Magic Quadrant' in Gartner's Utilities CIS report for its MECOMS™ product.

Ferranti has a Global strategic partnership with Microsoft, jointly providing product development and marketing of the next generation in business applications for the smart utilities.

MECOMS[™] is currently being marketed in Europe and APAC, through a combination of local offices in Belgium, United Kingdom and Singapore and an extensive MECOMS[™] partner network.

For more information about MECOMS[™] R4, you can contact Leslie De Cuyper, MECOMS[™] Product Manager at email <u>Leslie.DeCuyper@ferranti.be</u> or phone +32 35457872

About the partnership with November Five

For the strategic design and execution of the new self-service platform, Ferranti partnered with November Five, a Belgium-based company offering a blend of business, design and technology. Ferranti involved their expertise with customer-facing digital platforms to design and develop the best possible user experience for MECOMS' newest module.

About the partnership with Lasernet Formpipe

The partnership with Lasernet came together naturally for a number of reasons. After considering building a system in-house, the team at Ferranti realised that Formpipe already offered all of the necessary functionalities. Additionally, Lasernet had the benefit of already working with many of Ferranti's partners and customers and offering excellent integration with the AX and Ferranti platforms, being an active part of the Microsoft ecosystem.