SystemsLink

DBGROUP

SystemsLink provide a fully featured and cost effective energy management solution

The Energy Manager software has helped the DB Group in delivering a more comprehensive invoice validation plus M&T services effectively and efficiently to customers.

Robust and secure automated solutions

DB Group is a utility consultant, specialising in energy cost reduction. Founded in 1996 as a family business, they took a decision in 2015 to expand and have rapidly grown to a team of 37 people, managing more than 2,000 meters for a number of complex portfolios.

DB Group's wide range of services includes procurement, energy management, M&T and energy reducing technologies, specialising in multi-site customers such as property and facilities management companies.

The challenge

As a result of their rapid growth, they identified a need to implement systems and processes. This would enable them to better manage their portfolio whilst continuing to deliver the services their customers required. It would also reduce manual activities and the need for multiple data sources.

The solution

DB Group approached SystemsLink and quickly recognised that their software solutions would be the perfect fit for their business. They started using the Energy Manager software in November 2019.

Just 6 months in, both DB Group and their customers are already reaping the rewards. DB Group are now delivering a more comprehensive invoice validation service and providing M&T services effectively and efficiently with cost, consumption and meter data all accessed from a single source. They have additionally started to import some invoices directly into the software from EDI format further reducing administration and enabling them to place greater focus on additional services.

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"Energy Manager has allowed us to move away from a more manual process with multiple data sources to a more automated solution with a robust and secure source of data. In utilising Energy Manager, we are able to validate rates, consumption, taxes and exemptions more accurately and efficiently." **Rebecca Thomson, Operations Director for DB Group.**

Additionally, customers benefit from having their HH & AMR data automatically retrieved and populated into the Energy Manager software daily, allowing true invoice validation, via SystemsLink's Data Automation service.

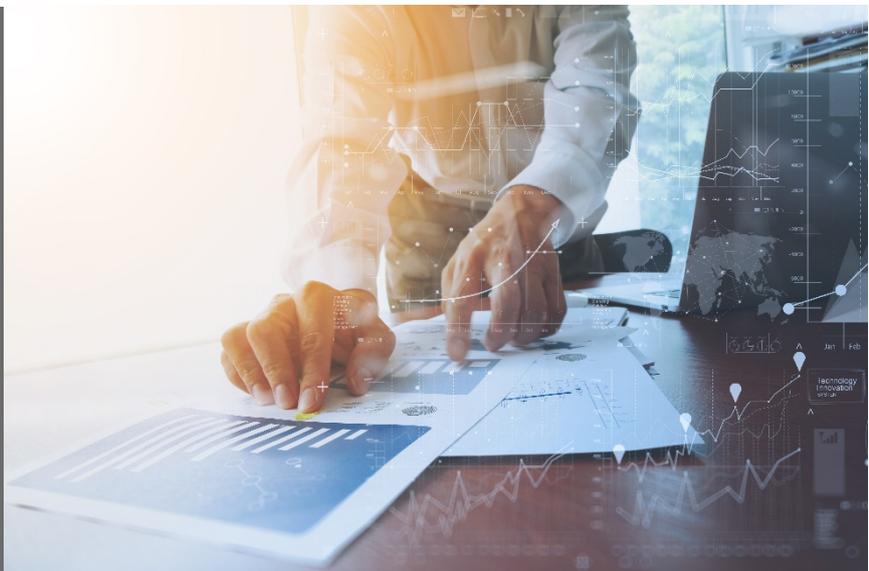## More than just invoice validation

Whilst a key driver for utilising SystemsLink was delivering professional invoice validation, an additional benefit of the system has been consumption monitoring and reporting, assisting clients in identifying savings. M&T has proven particularly useful for DB Group's customers with large buildings.

SystemsLink provided a white-labelled web portal, which provides customisable dashboards to suit different clients' needs. DB Group found the function to capture meter reads from their customers particularly useful.

The openness of reporting and configuration of Energy Manager was of great benefit during the COVID-19 period for reviewing consumption levels of their clients' estates when shutdowns and reducing operations came into effect across the country.

The on-boarding process

The mobilisation to Energy Manager required obtaining relevant information for uploading into the software; an unexpected benefit of this process was the opportunity it provided to cleanse the portfolio data. Aided by SystemsLink, DB Group decided to host the software on their own infrastructure. Once data was collated the process of importing it was straight forward. SystemsLink provided training on the optimal way to import data, alongside an additional day training on general system use, allowing DB Group to hit the ground running.

On-going support

DB Group have used both the telephone and email ticketing customer support desk and always found the support from SystemsLink to be very good, with answers and support provided quickly.

During the COVID-19 crisis DB Group needed their staff to access the software remotely and concluded that SystemsLink's **Cloud Hosting** option represented a more effective solution than amending their own infrastructure. Moving quickly to avoid downtime, SystemsLink was able to convert their software to a cloud hosted solution in just 2 days. The result being staff were able to work remotely, without latency. DB Group had the additional peace of mind that their data was secure, stored on an ISO27001 accredited server, with daily data backups and automated software updates.

Having recently assisted DB Group with a bespoke Gas EDI file configuration, SystemsLink and DB Group will also be working together to enhance their client facing delivery through their white-labelled Web Portal.

Summary

DB Group now has a fully operational Energy Management solution and a single secure resource for all their meters' consumption, cost and carbon data.

"SystemsLink has provided us with a more robust solution for storing our data and providing professional invoice validation and reporting services. It enables us to meet customer requirements which are increasingly about greater visibility. Furthermore, it has opened up new ways to speak with customers, as well as new revenue streams for us; Invoice Validation and M&T are products in their own right and we are now securing customers for these services even where we may not yet be providing a procurement service."

"SystemsLink is very well received by our clients and prospective clients, adding credibility to our proposition due to SystemsLink's reputation. We would have no hesitation in recommending SystemsLink to businesses looking to increase their range and quality of services."

Rebecca Thomson, Operations Director for DB Group.

Contact us

SystemsLink provide the UK's most sophisticated energy monitoring & targeting software package. Join the hundreds of organisations using SystemsLink to reduce energy consumption & spend.

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