



We're ready for Water Market Reform. Are you?

Be compliant, prepared and competitive.

Meeting the challenges ahead



“ With big decisions to be made about your business structure, strategy and your role in the evolving water market, Echo Managed Services can help ensure you are compliant, competitive and prepared to meet the challenge. ”

Nigel Baker, Managing Director

The challenges posed by retail competition are real and getting closer by the day. Come 2017, business customers – whether large national companies with complex multi-site requirements or standalone SMEs – will be looking closely at the key differentiators of price and service offered when selecting their retail water provider.

→ An end-to-end solution ←

Born out of the water industry, Echo has the people, processes, products and proven track record to help you differentiate your business:

- **Customer Contact & Engagement:** We can help you create a service-oriented culture that satisfies your customers and reduces your cost to serve. In addition, our nationwide field-based teams can carry out a range of activities requiring property or customer visits
- **Debt Recovery:** We can help you to collect your commercial debt through targeted, tailored office and field based collection strategies
- **RapidXtra Billing & Customer Information System:** We can help you deploy a proven water-specific billing solution that is tailored for commercial customers – and quickly. This will enable you to optimise your billing and customer management processes to drive customer satisfaction

We can, in short, provide either a selection of services or a complete outsourced solution to one of the water industry’s most pressing challenges. By protecting your brand as if it was our own, we can help you be compliant, prepared and competitive.



Customer Contact & Engagement



“Effective customer service will be critical in the new water industry landscape. With deep knowledge of the water industry, Echo has the people and processes to engage with your customers in a way that satisfies them and allows you to meet your business objectives.”

Steve Wrench,
Operations Director

At a time when customer service is likely to become a key differentiator, meeting your customers' increasing service expectations will be critical if you're not to fall behind.

Via outsourced, insourced or managed services, Echo gives your retail function the means to provide quality customer contact on a 24/7 basis. Whether it's an incoming query, an outgoing contact or an out-of-hours requirement, you can rely on our engaging, friendly and helpful multi-channel contact teams to deliver an award-winning service. Based in the UK and with experience across both regulated and competitive markets, our complete solution will drive customer satisfaction, trust, retention and acquisition.



Account management

For larger business customers, we provide dedicated account managers who provide a single point of contact for day to day hands-on support for your most valuable customers.

Field based services

Echo also provides support out in the field. Representing your company, our nationwide field-based teams can provide a cost effective solution to meter readings, as well as debt and income maximisation related visits, whether your customer base is closely located or more widely dispersed.

Multi-channel

At Echo, we understand that for your business customers, time is valuable. That's why we ensure they have easy ways to contact you day or night. As well as enabling customers to self-serve should they choose, we also provide an outsourced phone, email, live chat, text and social media monitoring and moderation customer service.



Debt Recovery



“In the competitive retail environment, the collection of commercial debt becomes an increasingly important priority. Despite the option of disconnection for commercial properties, it is not always achievable or the most cost effective route. Therefore, sophisticated strategies that are proven to collect debt will still be important, particularly for your SME customers.”

Nigel Baker, Managing Director

Embedded in the water industry, we are experts in recovering commercial water debt and treating customers fairly.

Not every customer is the same. We tailor our approach to the individual customer and their circumstances through a choice of how to communicate and how to settle the debt.



Industry-leading success rates

We collect where others have failed. While bad debt can be a big problem for the water industry, even across the commercial customer base, we have historical evidence of collecting from both customers who have been disconnected and those who cannot be disconnected.

Highly experienced staff and fully compliant methods

We have been collecting water debt for over 40 years. We are skilled and experienced in all debt situations.

Field based services

With nationwide field coverage, we can offer a range of services from disconnection and reconnection services to income maximisation inspections and void management.



RapidXtra Billing & Customer Information System



RapidXtra RETAIL

“ Unlike other utility billing systems, RapidXtra already contains all the features the water industry needs and is ready to be implemented immediately. Retail ready – including a commitment to have an effective interface with the market operator ready for market opening - RapidXtra Retail is quick to deploy and built specifically for the needs of your national and local business customers. ”

Monica Mackintosh, Business and Product Development Director

Be ready for market opening, and deliver customer service excellence in the new competitive market with RapidXtra, a proven water billing and customer information system that enables consolidated and multi-site billing, provides a single view of your commercial customer and is quick and agile to deploy and integrate.

Built specifically for the water industry, RapidXtra is the UK's leading and proven billing system for water and is already used by over one third of UK water companies.



Effective interface with the Central Market Operator

A priority will be the need for your business to communicate effectively with your customers and the Market Operator, once defined. Our RapidXtra Retail offering includes an interface that enables RapidXtra to talk with the Central Market Operator in Scotland and a commitment for the same with the new Market Operator, once fully defined. RapidXtra will support you being retail ready.

Experience in multiple system integration

With RapidXtra you have the choice of standalone system deployment or integration with your own and other third party systems. Already heavily integrated with systems throughout our existing client base, RapidXtra and our team can deliver either.

Quick deployment, simple scalability

RapidXtra is fast and easy to deploy. Our hosted cloud-based SaaS option can be immediately deployed and provides you with an economical and affordable solution. Importantly, this option is also configurable, flexible and scalable. Whether you're a new entrant to the market or a well-established business, whether you have hundreds or thousands of customers, RapidXtra can grow to meet your changing needs – essential in what is a new and growing 'unknown' market.



Provides a single customer view

A holistic view of the customer is an essential requirement in any competitive environment for both service delivery and cross-selling. RapidXtra enables agents to view all customer interactions on one screen, providing a rounded view of the customer. Responding to the complete customer journey is quick and easy, and results in a proactive approach to serving your customers.

Intelligent and easy to use

Built specifically for UK water, RapidXtra is intuitive, intelligent and very easy to use. Having been fine-tuned through years of consultation with clients and end-users, RapidXtra minimises screen time, limits key strokes, and maximises ease of use.

A partnership approach

At Echo, we adopt a partnership approach to our client relationships. We work closely with you to drive development together. We will ensure RapidXtra continues to meet the needs of your business and the market in which you operate, and delivers accurate customer billing and complete customer satisfaction.

RapidXtra's Functional Footprint

RapidXtra
[RETAIL]

Billing System

Billing
Tariff Engine
Bill Calculation
Bill Production
Sundry / Service Bills
Payment Processing
Bank Interfaces
Accounting / Reconciliation
Payment Plans
Debt Mgmt
Profiling / Segmentation
Behavioural Scoring
Collection Campaigns
Configurable Processes

Customer Information System

Single Customer View	Account Management
Tariff Engine	Account Details
Bill Calculation	Occupancy History
Bill Production	Change of Occupier
Contacts	Metering
Telephony Integration	Meter Attributes
Document Management	Book & Walk Order
Complaints	Consumption History
Appointments	
Contact Management	Key Accounts
Multi-Channel	Consolidated Billing
	Key Account Tariffs
	Consumption Analysis
	Discounts
	Trade Effluent





Want to know more? We'd love to hear from you.

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The Institute of
Customer Service
MEMBER