

Improve Customer Experience & Business Efficiency

with Aptumo Water Billing Software



Key benefits at a glance



Key enabler for digitisation

Provides the base for multi-channel digital customer interactions and enables real time cross-channel account updates. Also supports increased process automation.



Increased speed and reduced cost of change

An agile solution that enables independent client change; up to 50% more than current billing software options.



Drives personalised customer service

Through tailored case management, proactive customer interactions and efficient, tailored processes.



Powerful reporting and analytics capability

Supporting insight-driven root cause analysis and agile change to drive complaints reduction and better customer satisfaction.

As water companies look to place customers at the heart of services, software needs to evolve alongside market changes to enable, not hinder, change and innovation.

Aptumo has been built from the ground up to meet future water sector challenges. Designed and developed by highly experienced water market specialists, it is a ground breaking, highly configurable and regulatory compliant solution. Aptumo has been designed to bring water companies closer to their customers and to improve the efficiency and effectiveness of water company teams.

Designed to deliver enriched customer experience

Aptumo is a key enabler for digitisation, supporting multi-channel ambitions and meeting customer expectations for additional online customer contact channels. Rich case management functionality provides a real-time, 360-degree view of customer interactions, billing and debt collection activities. With Aptumo, the ability to segment customers and offer a tailored, proactive service is a given, supporting you to keep customers informed, deliver efficiently against your promises and get it right first time.

Powerful reporting and analytics, that are fully client-customisable, provide insight-driven root cause analysis, enabling agile change. Through this, Aptumo supports complaints reduction, and drives greater customer satisfaction.

Supporting business efficiency

Aptumo is easy to use and intuitive, offering efficient, tailored processes and streamlined high volume transactions. This drives agent efficiency, reducing key strokes and average handling times under test by a third. Built on a dynamic technology platform, Aptumo also increases process automation, reducing manual hand-offs and processing.

Architected to be highly client configurable, Aptumo enables business agility through increased speed and reduced cost of software change, enabling water companies to independently drive their own evolution. We estimate that 50%+ of system change requests that are currently vendor-dependent will be achievable completely independently.

“ We needed an information management system that is easy to use, provides accurate data, has rich reporting capabilities and allows our customers to engage with us how and when they want. We also wanted to generate efficiencies throughout the business to allow us headspace for innovation. Aptumo was the ideal solution. We were impressed by Echo's specialist utility knowledge, as well as the scope to adapt the platform to our needs both now and in the future.



Amanda Finnis, CIO of Coliban Water

Functional footprint

Customer Self-Serve Portal

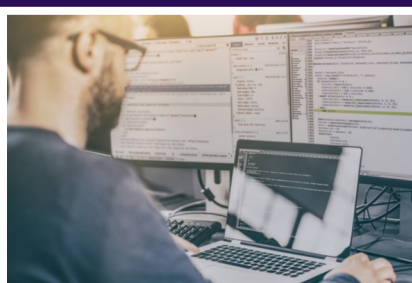


Powered by Echo Managed Services



Billing system migrations are notoriously challenging; there are many high profile examples of over-budget projects that miss deadlines. When choosing new billing software, a proven track record and vast experience are therefore vital.

Aptumo has been built by Echo Managed Services, the UK's water billing software market leader. With over 20 years' of water billing experience and a proven track record of 17 water sector billing software implementations on time and to budget (ranging in scale and delivered into a variety of landscapes from many different legacy platforms), Echo is a highly credible choice you can trust.



Technical specification



- Browser-based cloud solution, built on the Salesforce Lightning platform
- Bill calculation engine built on Heroku, pre-integrated to Salesforce
- UI-integrated bill image and XML storage via Amazon Web Services
- Salesforce multi-tiered security architecture
- Salesforce Lightning user interface; modern and optimised for speed



Deployment Choice



Aptumo can be deployed in a variety of ways to match specific business needs.

- 1 Deploy Aptumo as standalone billing software
- 2 Via robust APIs, integrate Aptumo with your current CRM Solution
- 3 Choose Salesforce CRM alongside Aptumo and benefit from a single data model, zero integration billing and CRM option. Extend via the Salesforce AppExchange, an on-platform ecosystem of pre-integrated complementary retail operation Apps.

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Ready to transform customer billing?

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