



This way forward.

Think Big. It all starts here

Introducing Aptumo, the pioneering multi-utility billing platform that brings you closer to your customers.

Designed and built to evolve and grow with ease, and ready to open up a world of innovation and technology, with Aptumo you can dare to dream big.

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A time for change

It's a changing landscape, one where data and automation are driving customer interaction transformation and altering solution design. And, in an AI-powered customer service era, consumers increasingly expect more.

Whilst technology evolves at pace to help meet expectations, too often we find ourselves reliant on lengthy software implementations and reactive and onerous updates.

It's no longer enough to simply react to change; you need to be ahead of the game, driving a forward-thinking agenda and true innovation. To achieve this, you need innovative tools.

Software must grow with your ideas, and enable not hinder you, as you push relentlessly forwards. Accessing new, smarter solutions as soon as they're released is great, but driving your own evolution is more powerful. It's a time for change, a time for the balance to shift.

Choose our dynamic new billing platform, Aptumo®, and software won't hold you back from achieving your goals.

Designed for multi-utility billing



In a more connected world, markets are shifting, reflecting the needs of a changing consumer base. In this era of fresh possibilities, companies are beginning to move with the growing consumer desire for a one-stop shop for their utilities. And, as essential services markets shake-up, the need to put customers at the heart of operations becomes ever more prominent.

A key to meeting those desires, and being well-placed to thrive in the new world, is an agile multi-utility billing system.

Aptumo is built from the ground up to take advantage of the latest technological developments and adaptability. It effectively enables you to bill whatever you want, whenever you want.

Bolt-on market packs are available to help you tailor your service to the specific local needs of various geographies and sectors. With such flexibility, one size does not have to fit all. Crucially, Aptumo's adaptability ensures that it is a future-proof system that will always evolve alongside you.



Agile, flexible and scalable



Built using market-leading cloud technology, Aptumo is accessible wherever you are in the world. You aren't tethered to a handful of locations and there is no need for on-site deployment.

As a cloud-based SaaS (Software as a Service) platform, there is no need to wait for someone to manually install an update on your device. Any maintenance, security or functionality updates that we introduce are released globally, ready for you to simply download.

Aptumo is ready to grow with your business. It is highly configurable and can adapt to accommodate any change in your business. As a scalable solution, it's built for all – small or large – and can be deployed quickly, helping you reduce your cost to serve whilst supporting customer experience, better service and new digital offerings.

All this means that you can expand and develop as fast as you like, confident that your multi-utility billing system will be able to keep up.

Customisation: The power in your hands



Aptumo gives you, as a utility company, the power to take your destiny into your own hands. This means giving you greater control of the software, allowing you to configure it at a pace that matches your needs.

Aptumo enables you to customise your own enhancements, processes and triggers to drive a truly personalised and tailored service that takes customer segmentation to a whole new level. With it, billing processes become as unique as each and every customer; capturing and analysing customer signals to improve service and delivering accurate and reliable customer bills that can be altered to reflect each individual's unique requirements.

And, if you are ever in need of additional support, Aptumo has a highly experienced and skilled team ready to provide assistance 24/7.



Native to Salesforce

Built on the Salesforce Platform, the world's leading enterprise cloud marketplace, Aptumo opens the gateway to a world of technology and innovation. With access to the Salesforce AppExchange, utility companies can select from thousands of innovative apps.

This constant flow of groundbreaking apps empowers you to transform from a 'led by change' ethos to being always one step ahead. The dynamic apps are available in a 'plug and play' format and will complement and enhance the customer billing process.

More than this, where Aptumo is deployed alongside Salesforce CRM, a single data model completely eradicates the need for a time-consuming and costly CRM and billing system integration – a headache that you could no doubt live without.

If that's not your preferred choice, note that Aptumo is CRM agnostic and can be run in partnership with your choice of CRM solution. Finally, supporting incorporation into your wider system architecture, Aptumo contains out of the box APIs for quick and easy third party solution integration.



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**Powered by
Echo**

Aptumo has been built by Echo Managed Services, the UK's water billing software market leader. Its established RapidXtra product already provides accurate and reliable billing whilst meeting the ever-changing challenges of the water industry.

With over 20 years of utility billing experience, Echo works with more than 30 utility companies to help them perfect their end-to-end customer journey. Part of South Staffordshire PLC and backed by global investment partners, we are a highly credible company with a proven track record of excellence and a longstanding client base.



Moving forward with momentum

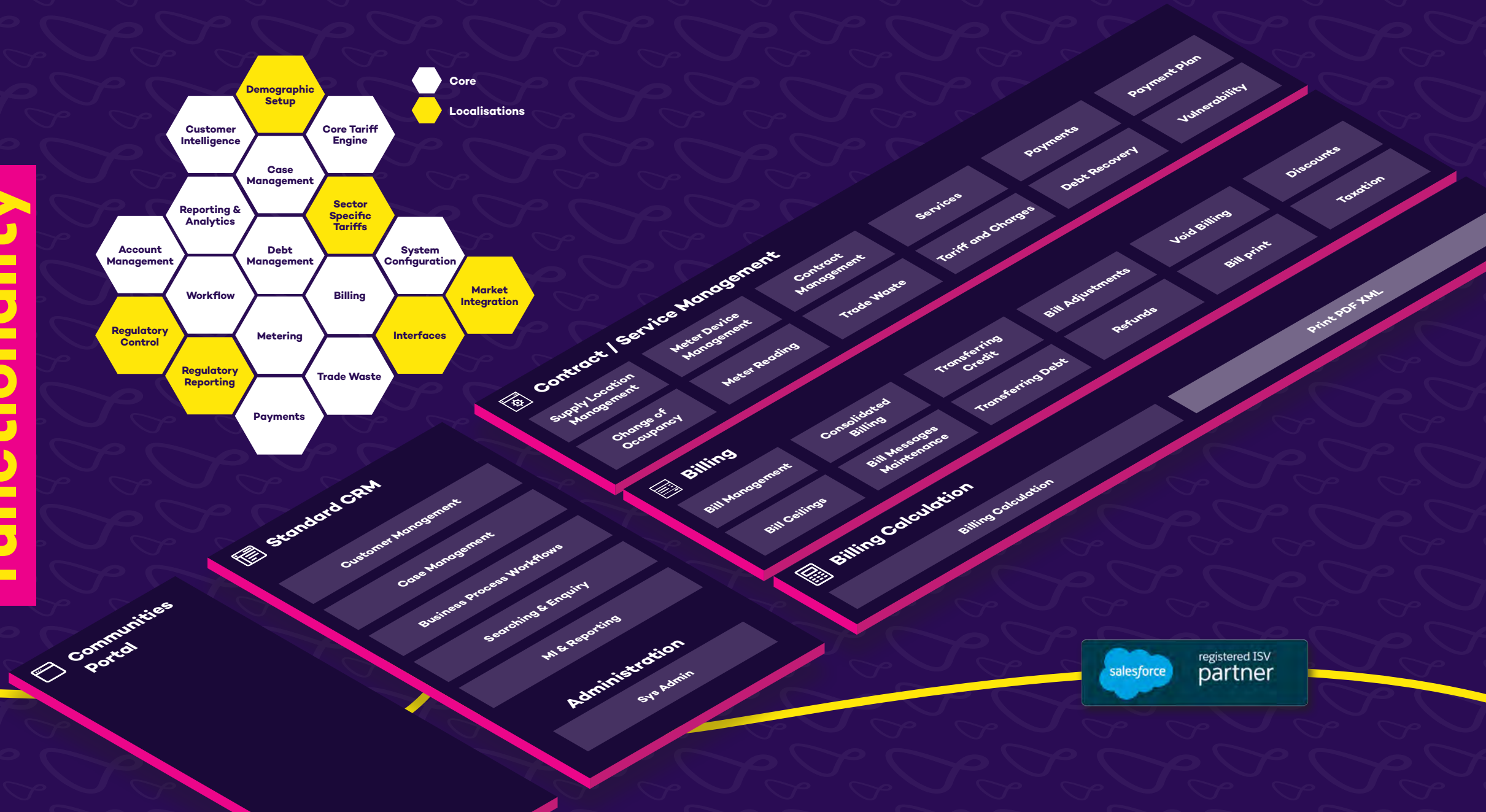
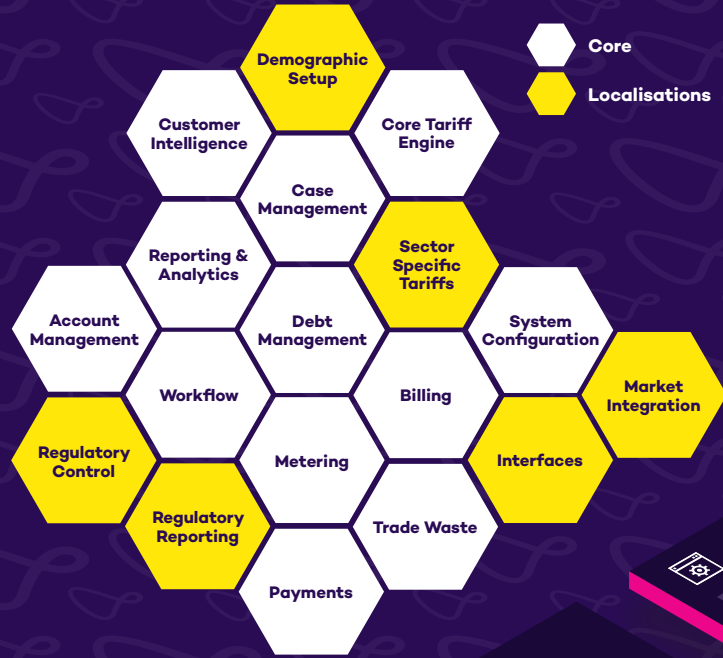


At the heart of Aptumo is a commitment to always staying one step ahead. Our goal is to help you consistently exceed customer expectations. The alternative is to carry on playing catch up with the latest technological developments, only reacting to change, never driving it.

We believe that utility companies add greater value to customers by taking the initiative and choosing to seek out opportunities. Aptumo empowers you to do this by giving you a greater degree of personalisation, access to a wide range of supporting technologies and the ability to grow alongside them.

Aptumo isn't simply fresh-thinking. It's pioneering and is finally opening the door to the art of what's truly possible with multi-utility billing.

Killer functionality





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