Modernise processes, improve customer service and drive operational efficiency

aptumo™

This way forward.

Aptumo, the next-generation billing and CRM solution for water utilities

salesforce registered ISV partner

Drive forward digitization

Be more efficient by automating and simplifying manual processes.

Enhance multi-channel and self-serve options for your customers.

Reduce cost to serve

Being native to Salesforce supports agility, flexibility, and scalability. Its zero integration model and the ability to implement 50%+ more system configuration changes in-house help lower the total cost of ownership.

Worry-free data security

Aptumo is built on the Salesforce platform, giving you world-class data security as standard. Over 150,000 businesses already trust the platform to safeguard their data in the cloud.

Release the power of your data

In-built powerful and configurable reporting and analytics giving you the insight you need to better service customers, manage credit and collections and drive forward change.

Aptumo is a next-generation, highly configurable billing and CRM system designed specifically for water utilities and built on the Salesforce cloud platform.

It's a cost-effective modern solution for the digital era. Built by the water sector for the water sector, Aptumo was designed from the ground up to meet your service needs and current everyday challenges.

A water sector business

Aptumo is built by Echo Managed Services which is the UK's water billing software market leader. It has more than 25 years of water billing experience, and a proven track record of billing software implementations both on time and in budget, ranging in scale and from many different legacy platforms. Its products currently bill services for 14m consumers across the UK and Australia.

Partner with us

We understand the significance of changing such a core system and the importance of getting it right. Our approach is one of partnership, working closely with your teams through implementation, to go-live and beyond. This is so we truly understand you and your goals as we guide you through the process, sharing our learnings and expertise as we go. Our collaborative reputation is something we are rightly proud of - billing and CRM implementations are challenging, that's why we are always right at our clients' side.
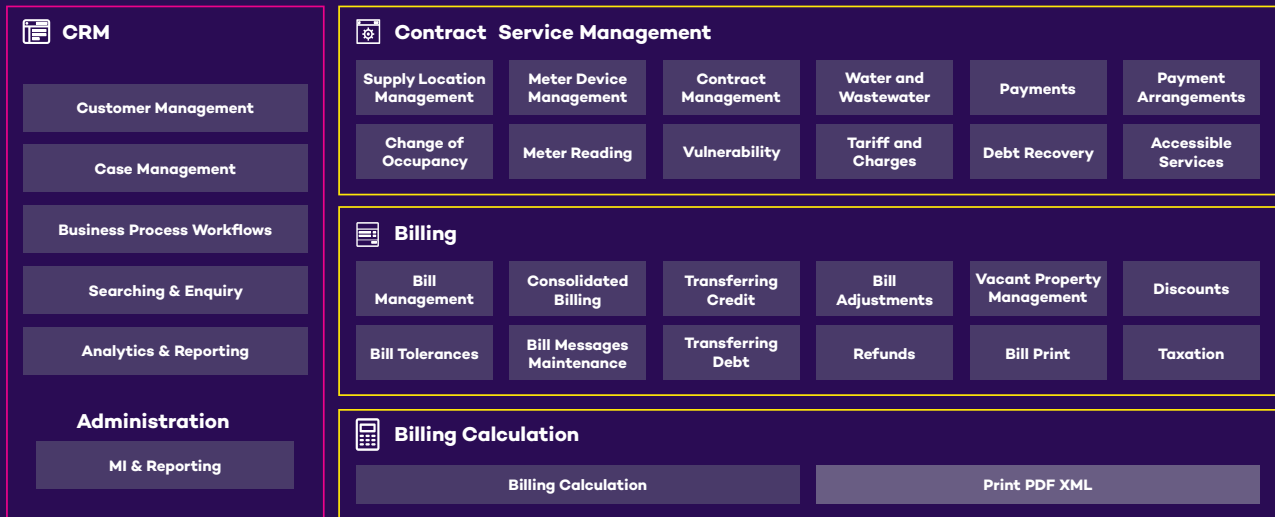
A next generation solution

Whether your legacy billing and CRM systems are holding you back, or you're looking for a more innovative solution, Aptumo can help you move forward. Native to Salesforce, with modern and configurable screens and workflows, Aptumo is flexible, scalable and full of innovative, rich functionality to support efficient operations and excellent customer service.

❝ "We needed a modern, flexible and agile customer billing solution which could easily adapt and evolve with our changing requirements as well as supporting our digital service aspirations. Aptumo's software met our comprehensive needs and we've been really appreciative of the Aptumo team's dedicated and collaborative approach and expert support throughout this significant implementation programme, the go-live and beyond. Our purpose as a business is to improve the lives of our customers and Aptumo is helping us achieve this by automating manual processes and developing and enhancing our customer service operations. It will, without a doubt, play a key role in delivering our 2020-2025 business plan aspirations and beyond, and help us provide the level of service our customers rightly expect.".

ses WATER

Daniel Lamb, Chief Information & Digital Officer at SES Water

Functional footprint

CRM

- Customer Management
- Case Management
- Business Process Workflows
- Searching & Enquiry
- Analytics & Reporting

Administration

- MI & Reporting

Contract Service Management

Supply Location Management	Meter Device Management	Contract Management	Water and Wastewater	Payments	Payment Arrangements
Change of Occupancy	Meter Reading	Vulnerability	Tariff and Charges	Debt Recovery	Accessible Services

Billing

Bill Management	Consolidated Billing	Transferring Credit	Bill Adjustments	Vacant Property Management	Discounts
Bill Tolerances	Bill Messages Maintenance	Transferring Debt	Refunds	Bill Print	Taxation

Billing Calculation

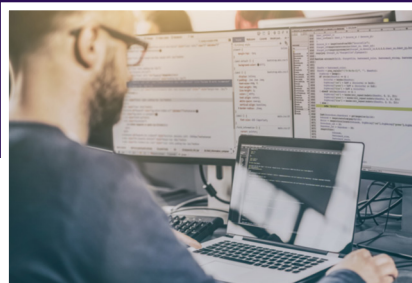| Billing Calculation	Print PDF XML

Powered by Echo Managed Services

Billing and CRM migrations are notoriously challenging, with many examples of significantly over budget or delayed projects.

Choosing a billing and CRM vendor with a proven track record and vast experience is therefore a must.

We have over 20 years of water billing experience, are the UK market leader and are growing overseas.

We have successfully supported one third of water utilities in the UK through successful billing and CRM implementation programmes with our software.

Technical specification

- Browser-based cloud solution, native to the Salesforce platform

- Salesforce multi-tiered security architecture

- Scalable, flexible bill calculation engine with real-time and batch capability

- Configurable user interface – modern and optimised for speed

- Configurable bill templates with real time PDF generation

Deployment choice

Aptumo can be deployed in a variety of ways to match your business needs:

1. Deploy Aptumo as standalone billing and CRM software.

2. Choose Salesforce CRM alongside Aptumo and benefit from a single data model, zero integration billing and CRM option.

3. Extend via the Salesforce AppExchange, an on-platform ecosystem of pre-integrated, compatible water operation apps.

As chosen by:

Coliban WATER | North East Water | South Staffs Water | ses WATER | ses BUSINESS WATER

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