WATER

Any of this sound familiar?

A RISE IN REGULATIONS

Industry changes mean that business customers have the right to choose their supplier, and the forces of commercial competition have come in to play like never before. For now it's just businesses, but the prospect of competition opening up in the consumer market is also looming.

Margins are being squeezed, and managing the downturn in profits with the demands of investors, policymakers and regulators is an increasing pressure – along with the need for innovation from ever more demanding and tech-savvy customers.

PREPARING FOR THE FUTURE

The systems most water companies have in place now are adequate for a utility company functioning in an effective monopoly. They've been robust, solid, and reliable for years, but are they agile enough to allow you to innovate in the future?

What you now require is a platform that works in harmony with your existing infrastructure. One that's capable of managing process, workflow and planning functions so you're able to move forward with a customer-centric focus.

PUTTING CUSTOMERS AT THE HEART OF YOUR BUSINESS

All your systems for billing, metering, maintenance and planning throw up massive amounts of data. Managing this data, controlling it, and analysing it, is increasingly important. As is making it accessible to your customers – who, like most other services they buy today, may wish to manage their account themselves and self-serve. The modern consumer (both business and domestic) is very discerning, and ever more interested in managing their efficiency and reducing their consumption, and eager to adopt technology that helps them do it. Ofwat's appetite for competition has prompted a variety of initiatives including changes to the way customers are surveyed (C-MeX). This means the ability to innovate with a focus on customer experience is more important that it has ever been.

INTEGRATING YOUR SYSTEMS IS A CHALLENGE

Now more than ever, all of your functions throw up huge amounts of data. Managing all this data, controlling, analysing and collating it, is core to business operations.

This mass of data from the various functions is all accumulating on systems that are not keen on talking to each other. All your systems may work, but they don't really work together. And the new pressures the industry faces means they simply have to.

WHAT IF THERE WAS ANOTHER WAY?

- One platform that works in harmony to enhance and extend your existing infrastructure.

- Rapidly build applications that knit together legacy systems into compelling end-to-end, user journeys.

- Integrate your discrete systems, allowing both you and your customers to see everything they need to at once, without the need for niche point solutions and workarounds.

- An easily changeable, digital business platform that you can tailor to build the applications you really need, using a drag-and-drop interface.

INTRODUCING MATS LOW-CODE

Digital process automation and multiple applications on one platform, built around what you need, right now. One platform that will process and manage your data, and integrate with legacy systems across your whole business. As well as connecting people, processes, applications, offices and devices, it will help you provide compelling end-to-end, user journeys, and a consistent and engaging customer experience, not to mention increasing efficiency and reducing costs.

MATS®

There's so much more to MATS – see a demo today.
www.matssoft.com/request-demo

Or call us on **+44 (0) 330 363 0300**

❯ **About MatsSoft**

MatsSoft is on a mission to close the Process Execution Gap – the gap between the people who know what they want to improve, and the coders who make it happen. We set out to create a new kind of process improvement platform – one that eliminates coding and complexity, making it easy for process people to make the changes they want to make.

Today, our Low-code development platform, MATS, is used by process improvers, customer champions, innovation leaders and IT teams in organizations across the globe. Customers include Nationwide Building Society, Coca-cola, FedEx, Santander, Thomas Cook, Barclaycard, RBS, GOV.UK and HM Coastguard.

Find out more at **www.matssoft.com**