G-Cloud 13 Service Definition – SystemsLink

It has been shown that monitoring and targeting the use of utilities can help achieve initial annual savings of between 5% and 10%. On-going analysis can yield 25% plus. Our software will help you achieve this and target CO_2 emissions.

SystemsLink Ltd. has been providing advanced software solutions for the recording, management and analysis of energy data since 1996.

Our clients include more than 40% of all UK Local Authorities as well as many specialist energy brokers and consultants. They variously rely upon our software to manage their estate, procurement, risk, billing, consumption and emissions across all utilities.

Our software represents an extremely cost-effective way of implementing a fully featured Energy Monitoring and Targeting system. It does not require a great level of expertise and is suitable for every organisation wishing to monitor and control energy usage.

Together we are responsible for the management of more than 500,000 meter points in the UK alone.

SOFTWARE PRODUCTS

Energy Manager

From asset management through to carbon emissions, 'Energy Manager' enables end-to-end utilities management through a single affordable application. Cloud or on-premises installations are available.

All utilities (e.g. Electricity, Gas, Heat, Water, Oil, Solid Fuel, Biomass, LPG, Waste) may be monitored and analysed using the (customisable) reports built into Energy Manager.

Monitoring and Targeting allows easy identification of waste or overspend and for savings to be tracked.

Key data can be imported automatically:

- invoices from suppliers via either EDI or spreadsheets
- estate and profile data from Building Management and Asset Management systems
- consumption data from Half Hourly Meters and our Automatic Meter Reading collector service.

With the chore of data set-up and on-going maintenance taken care of, time can be dedicated to analysis. Some examples of standard capability are illustrated below.

Energy Manager dashboards and reports

Fully customisable view based on user role. Here you can see a heat map, consumption/carbon/cost performance against target, regression analysis, invoice copies and year-on-year performance analysis.
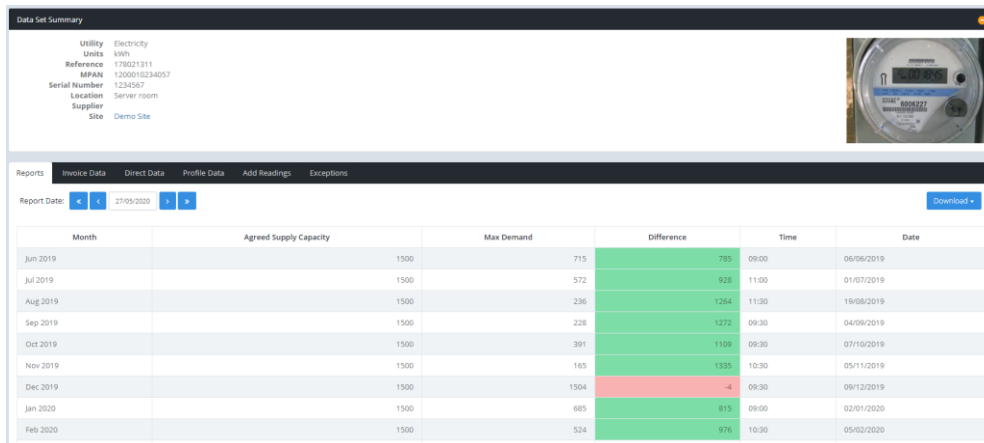
Performance against available supply capacity (MD vs. kva).

Daily comparison report for the month representing profile of energy for any given meter, meter group, location, or region.

Unify

Fully inter-operable with Energy Manager, web-based Unify is the 'App. Store' for energy services providing a rapidly increasing number of mobile, reactive tools to support users in an ever-changing energy world.

Some of our applications, available by themselves or in packs at a preferential rate are shown below.
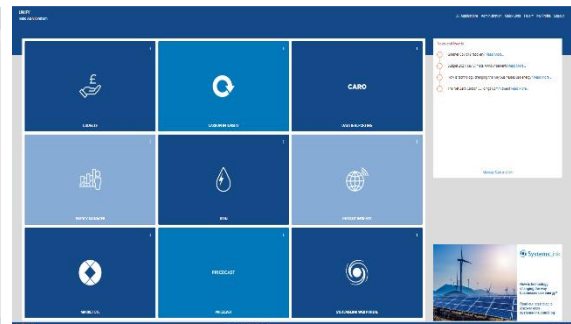
Market Eye providing insight to commodity market prices
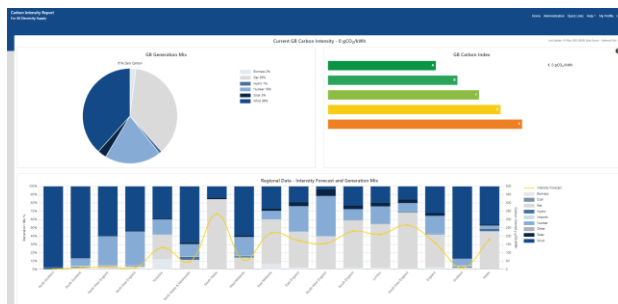

SDG Me personal action tracker
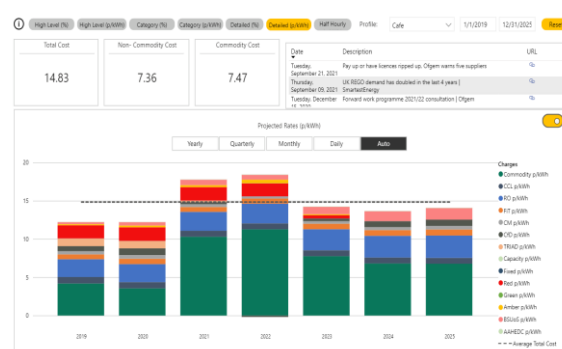

Budget forecasting inc. NCC

The client portal

Carbon Intensity Reporting

Non-Commodity Cost dashboard

BENEFITS

In addition to the headline cost-savings associated with a well implementated Energy Management System, the SystemsLink application suite supports:

Efficiency

- Utilities Managers so that they can readily analyse their own estate to identify issues and communicate improvements
- energy consumers with self-service information available through dedicted portals
- straightforward and qualty assured bulk updates of core and asset data, important during both implementation but essential in operation

Automation

- an Automated Meter Reading capability currently acquiring data from more than 100 data collectors
- an ever expanding Automated Bill Collection service for the retrieval, load and validation of invoice data

Accuracy and timely analysis

- accurately informed procurement, cost recovery and portfolio-based decision making
- an improved, fairer and auditable service to your customers.
- a wide range of analytical tools: meters and sites can be grouped as required, as can sites. CUSUM, regression analysis and user-deined Excel reporting allows for the extrapolation and interpretation of data without costly bespoke development

SYSTEMS IMPLEMENTATION

We pride ourselves on the quality of our implementation work. Every client is allocated an Implementation Project Manager skilled in the execution of our Implementation Project Methodology.

The methodology ensures successful delivery measured in time, budget and outcomes. It provides a framework for the management and empathetic delivery of client objectives in consideration of established and new business processes (data collection, monthly reporting etc.), the hopes and fears of staff and the technology itself. The methodology itself is illustrated below.
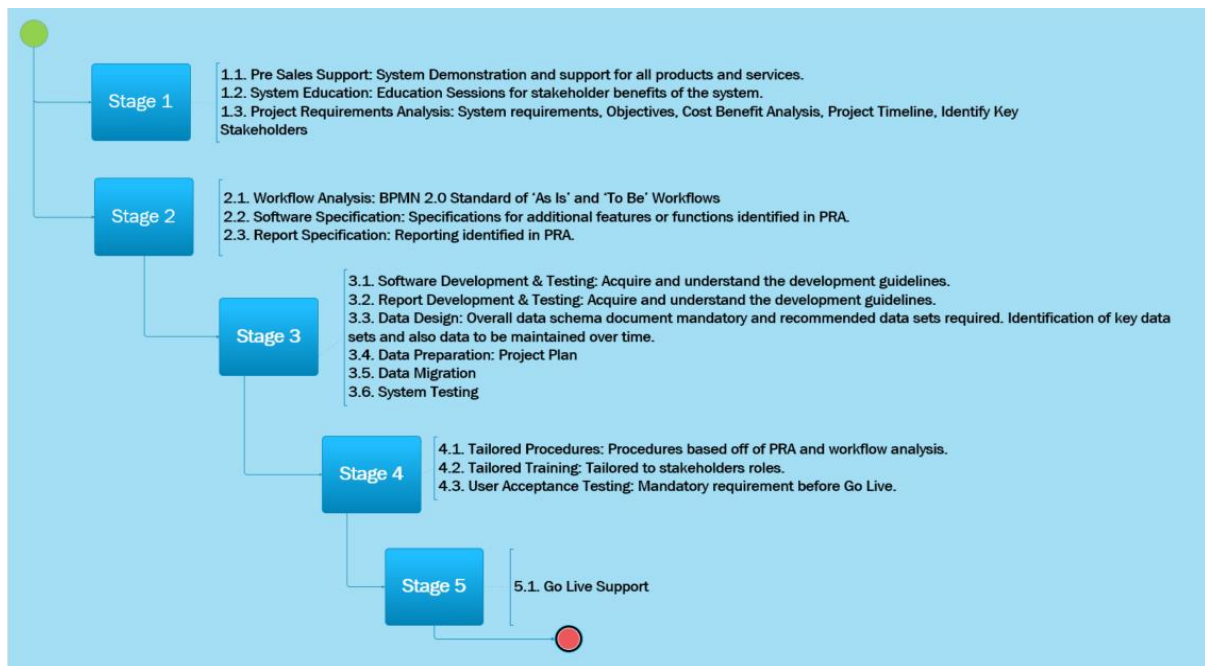
Implementation Project Methodology

Typically each project starts with a Project Requirements Analysis (PRA). This is completed and agreed at the earliest opportunity, often pre-contract, and then kept under review through regular Steering Committees.

Our experience is that a project will only be wholly successful if all parties are clear about timescales, resource availability and expected deliverables from the outset. Further, it is necessary to clarify roles and responsibilities together with task definitions in order that everyone – this includes senior management – understands who should do what, when. Finally we assess all potential risks so that these can be monitored and addressed before they become a problem. All of this information is gathered and documented during the PRA.

Alongside the project budget and resource requirements, the PRA delivers a project plan. An example is provided below. This particular plan envisages the possibility of phased go lives. While no means mandatory, such an approach may be of value where it would be advantageous to limit complexity at the initial go live in order to maintain business as usual

and facilitate the bedding in of new processes (without the pressure of 'doing everything at once').

#	Task Name	Duration	Start	Finish	Resource Initials
4	▲ Phase 1 - Project scoping	22 days	Wed 05/01/22	Thu 03/02/22	
5	System education (all users)	5 days	Wed 05/01/22	Tue 11/01/22	USERS,SL
6	Workflow analysis (As Is/'To Be' documentation)	4 days	Wed 12/01/22	Mon 17/01/22	TEAM,SL
7	'To be' sign-off	1 day	Tue 18/01/22	Tue 18/01/22	TEAM,SL
8	Report specification (with sign-off)	6 days	Wed 19/01/22	Wed 26/01/22	TEAM,SL
9	New software specification (with sign-off)	6 days	Thu 27/01/22	Thu 03/02/22	TEAM,SL
10	▲ Phase 2 - Development and data readiness	61 days?	Thu 16/12/21	Thu 10/03/22	
11	Software development and testing	20 days	Fri 11/02/22	Thu 10/03/22	SL
12	Report development and testing	15 days	Thu 03/02/22	Wed 23/02/22	SL
13	Data design 1 (knowns)	5 days	Thu 16/12/21	Wed 22/12/21	SL,TEAM
14	Data preparation 1 (knowns)	50 days	Thu 23/12/21	Wed 02/03/22	TEAM
15	Data design 2 (unknowns)	1 day?	Wed 19/01/22	Wed 19/01/22	TEAM,SL
16	Data preparation 2 (unknowns)	20 days	Thu 20/01/22	Wed 16/02/22	TEAM
17	▲ Phase 3 - Data load and system configuration	42 days	Wed 19/01/22	Thu 17/03/22	
18	Data migration	4 days	Thu 03/03/22	Tue 08/03/22	SL
19	Tailored procedures	2 days	Wed 19/01/22	Thu 20/01/22	SL
20	System configuration	2 days	Wed 09/03/22	Thu 10/03/22	SL
21	System testing	5 days	Fri 11/03/22	Thu 17/03/22	SL,TEAM
22	▲ Phase 4 - Run-in	5 days	Fri 18/03/22	Thu 24/03/22	
23	User Acceptance Testing	5 days	Fri 18/03/22	Thu 24/03/22	TEAM,USERS
24	Tailored training	5 days	Fri 18/03/22	Thu 24/03/22	SL,USERS
25	▲ Phase 5 - Go-live(s)	40 days	Thu 24/03/22	Thu 19/05/22	
26	Go-live 1 (base)	0 days	Thu 24/03/22	Thu 24/03/22	
27	Go-live support (IPM)	10 days	Fri 25/03/22	Thu 07/04/22	SL,TEAM
28	Go-live 2 (intermediate)	0 days	Thu 21/04/22	Thu 21/04/22	
29	Go-live 3 (advanced)	0 days	Thu 19/05/22	Thu 19/05/22	
30	*Post-live review(s) - quarterly*	0 days	Thu 16/06/22	Thu 16/06/22	SL,TEAM

Typical implementation project plan

POST-LIVE SUPPORT

We include unlimited access to our Service Desk for on-going support. There is no recurring fee for this, it is incorporated within the recurring Software as a Service fee structure.

The Service Desk operates in strict accordance with our standard Service Level Agreement and offers comprehensive Key Performance Indicator reporting on a monthly basis.

In addition, once assigned, the Implementation Project Manager never disappears. IPMs typically enjoy frequent, long-term contact with the client, one way in which we grow our implementations far beyond initial expectations.

PRODUCT DEVELOPMENT ROADMAP

While our core product, EnergyManager, is in its 25th year of service, we currently invest in excess of £2m p.a. in product research and development.

Our development organisation, a team of 40+, comprises Business Analysts, Solution Architects, developers and testers (both on- and off-shore).

Illustrated below is our public-domain product roadmap as at the time of publication. It does not include strategically significant works or customer-led bespoke projects. As such it represents a mere fraction of what our busy team is up to.

Product	Q2 2022	Q3 2022	Q4 2022
Energy Manager	Budgets Extract Supplier Divisions parent task Profile Collection Download enhancement PDF Auto part automation Parent Contracts addition	Summary Communications module API Data Streams (multi meter selection) Estimation and Data Quality Widgets (web) Water Handling Expansion Add EII flag	
Unify	PDF Auto	Environmental Reporting Module/SECR Dashboard Monthly Executive Report Void Management Reporting NCC Hub Utilities Dashboard Portfolio Billing insights	Query Management Portal Invoice Payment Service

DATA SECURITY AND THREAT DETECTION

Concerning IT Service Continuity and data security, SystemsLink is certified to ISO9001, 14001, 27001 and 45001. We also maintain Cyber Essentials Plus.

Application instances are monitored for capacity, performance and availability while patching and other system updates are automated to a schedule agreed with our clients.

Daily Internal Vulnerability Scanning (for our own infrastructure), routine penetration testing and the latest Managed Detect and Response (MDR) anti-viral solutions guard our systems estate-wide.

Cloud services are maintained to a class leading standard of availability. On-premises solutions are delivered in close co-operation with local ICT staff and client policy concerning, e.g. access, monitoring, performance and availability.

ENERGY CONSULTANCY SERVICES

As a wholly-owned entity within the Inspired plc group of companies, SystemsLink has exclusive access to the widest range of energy procurement, accounting and optimisation consultancy services delivered through Energy Manager and Unify. These include:-

- Water management
- Forensic cost audit and recovery
- Carbon and Green offsetting
- Risk and Flex. Management
- Public Sector-focused energy audit and compliance reporting
- Data collection, metering and bureau services.
- ESG assurance

Expertise is available to ensure that both your software is implemented well and that your organisation is able to achiveve its own strategic energy management objectives far into the future.