

G-Cloud 15 ‘Daisy’ 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 CO₂ 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 750,000 meter points in the UK alone.

SOFTWARE PRODUCTS

Daisy

From asset management through to carbon emissions, ‘Daisy’ enables end-to-end utilities management through a single affordable application, all managed and delivered through a secure cloud based solution.

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.

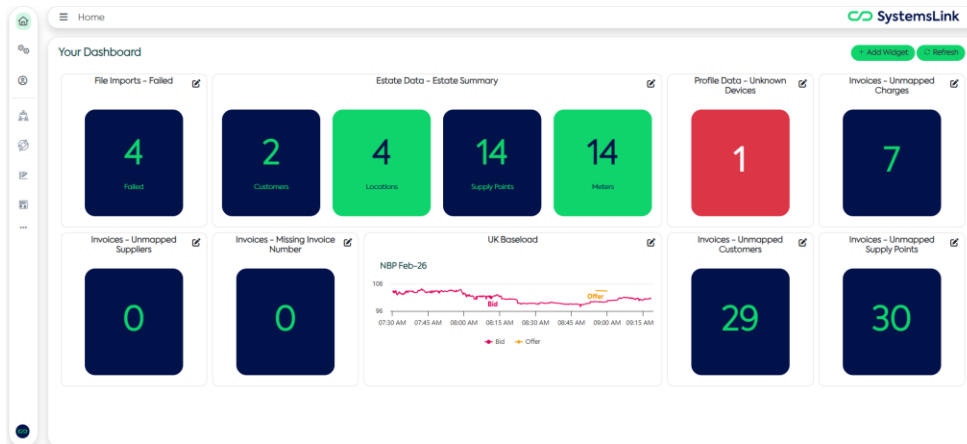
Monitoring and Targeting allows easy identification of waste or overspend and for savings to be tracked.

Key data can be imported automatically:

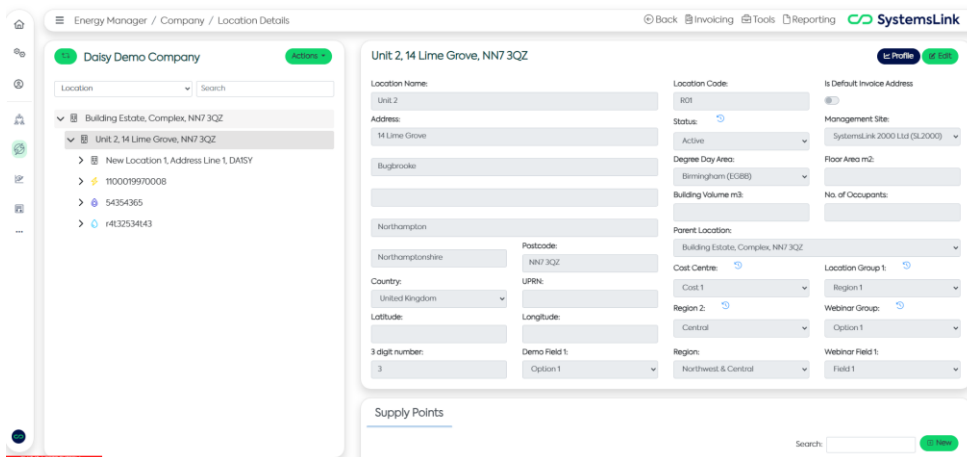
- invoices from suppliers via either EDI or spreadsheets
- estate and profile data from Building Management and Asset Management systems
- consumption data from Half Hourly Meters and our Automatic Meter Reading collector service.
- PDF invoices from suppliers

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.

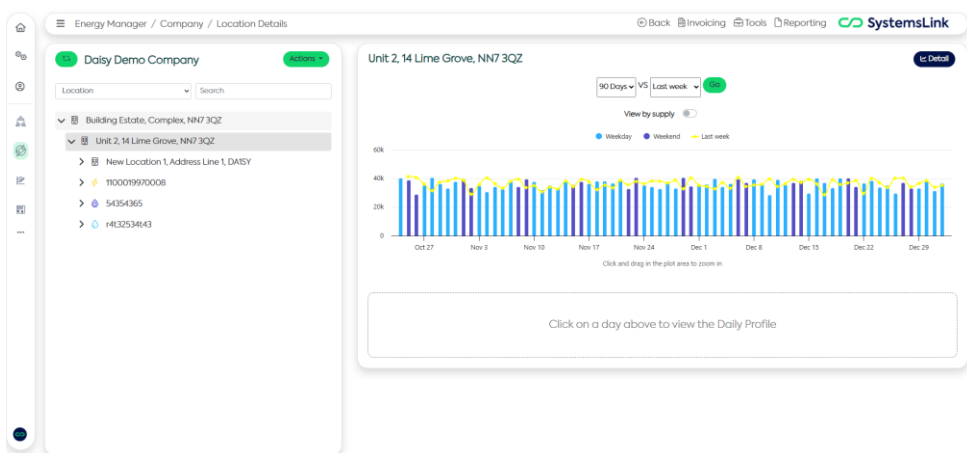
Daisy screens, dashboards and reports



Fully customisable view based on user role. Here you can see a combination of MI data surround your energy portfolio along with calls to action for any day-to-day needs.

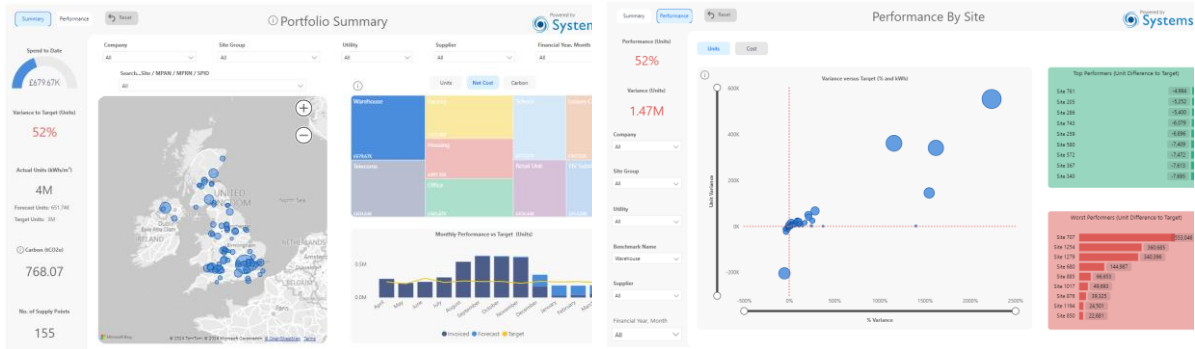


Site Hierarchy visualised for more complex estate portfolios with step through navigation.

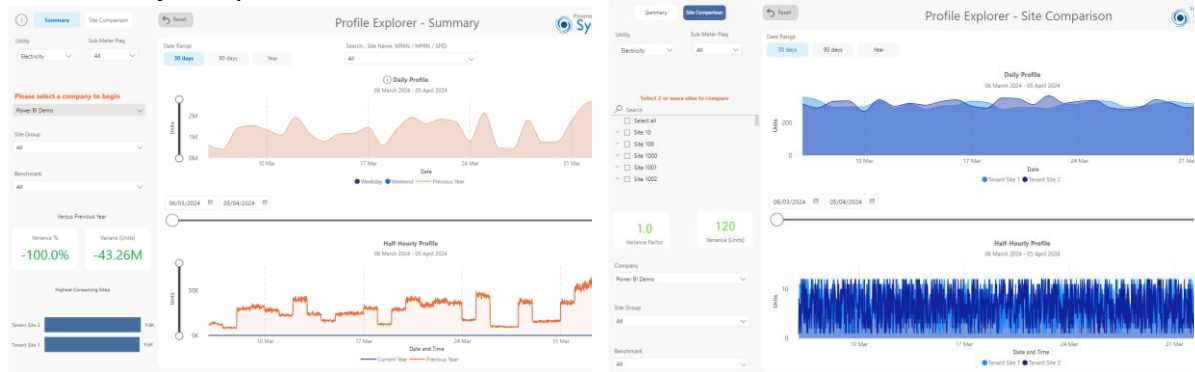


HH comparison report based on 30, 90 and the last year with the ability to overlay comparisons to identify and isolate outlying data, representing profile of energy for any given Location, Meter, or Sub-meter.

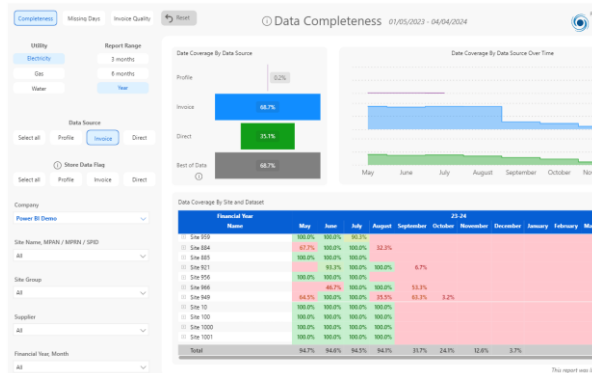
Portfolio Performance Dashboard



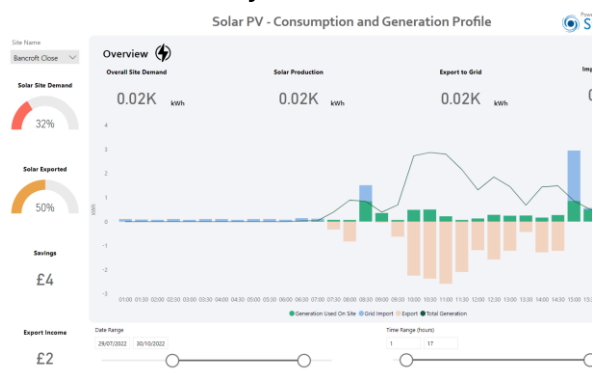
Profile Explorer Dashboard



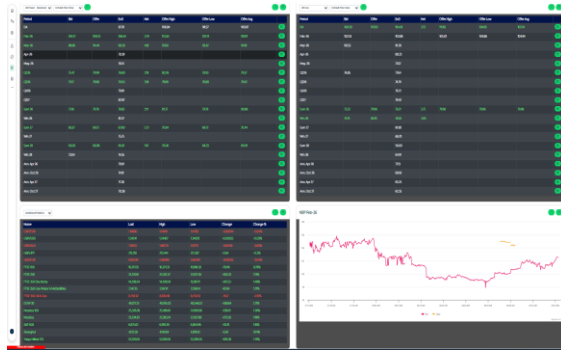
Data Coverage Dashboard



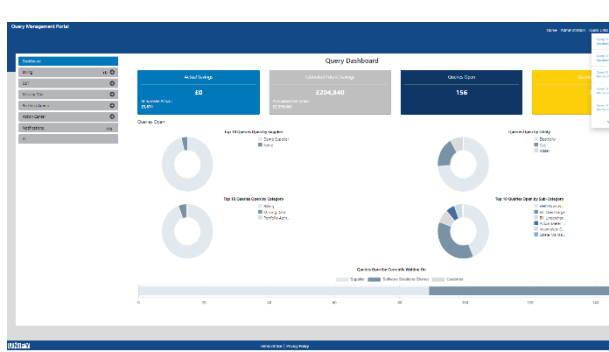
Generation Performance Dashboard



Market Eye insight to commodity prices



Query Management Portal



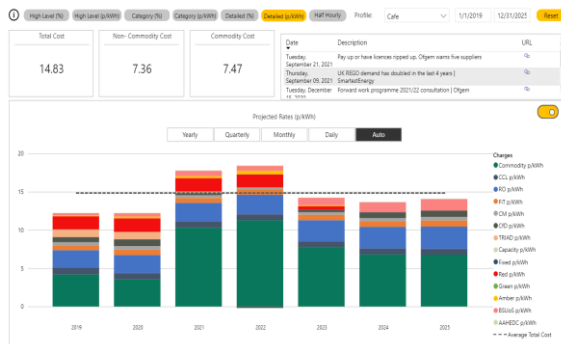
SDG Me personal action tracker



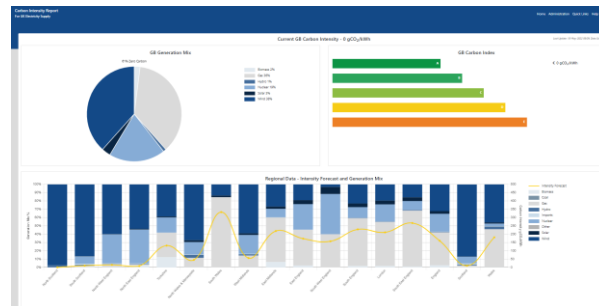
Budget forecasting inc. NCC



Non-Commodity Cost dashboard



Carbon Intensity Reporting



BENEFITS

In addition to the headline cost-savings associated with a well implemented 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 dedicated portals
- straightforward and quality 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

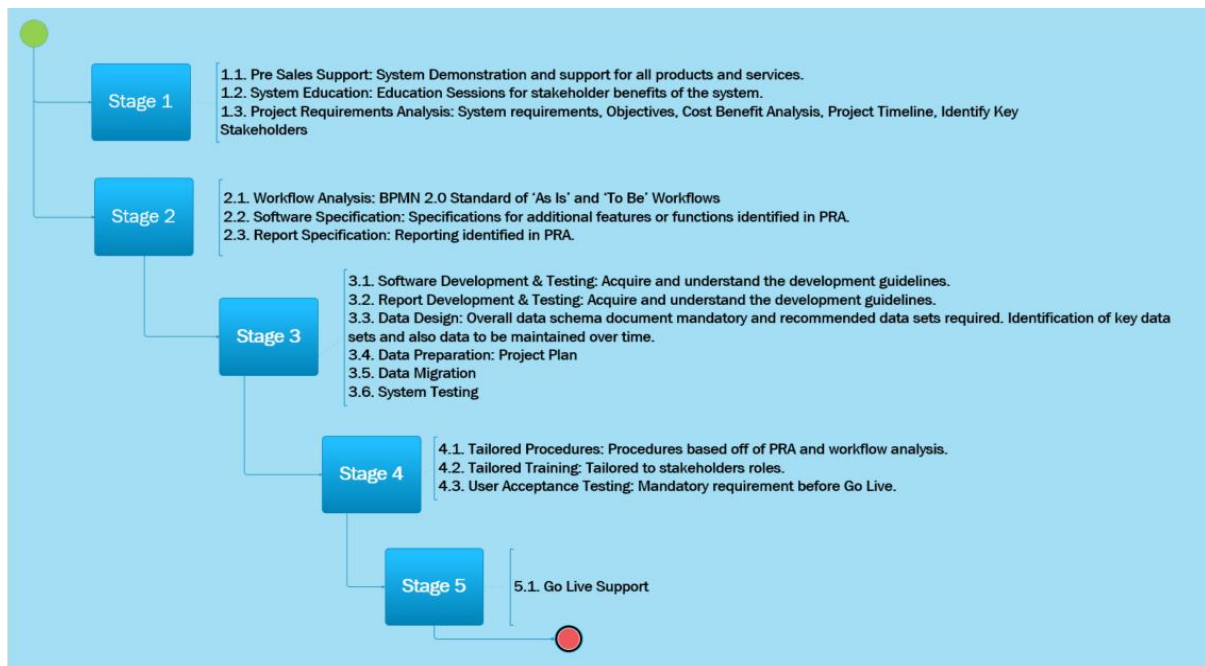
Accuracy and timely analysis

- 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-defined 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.



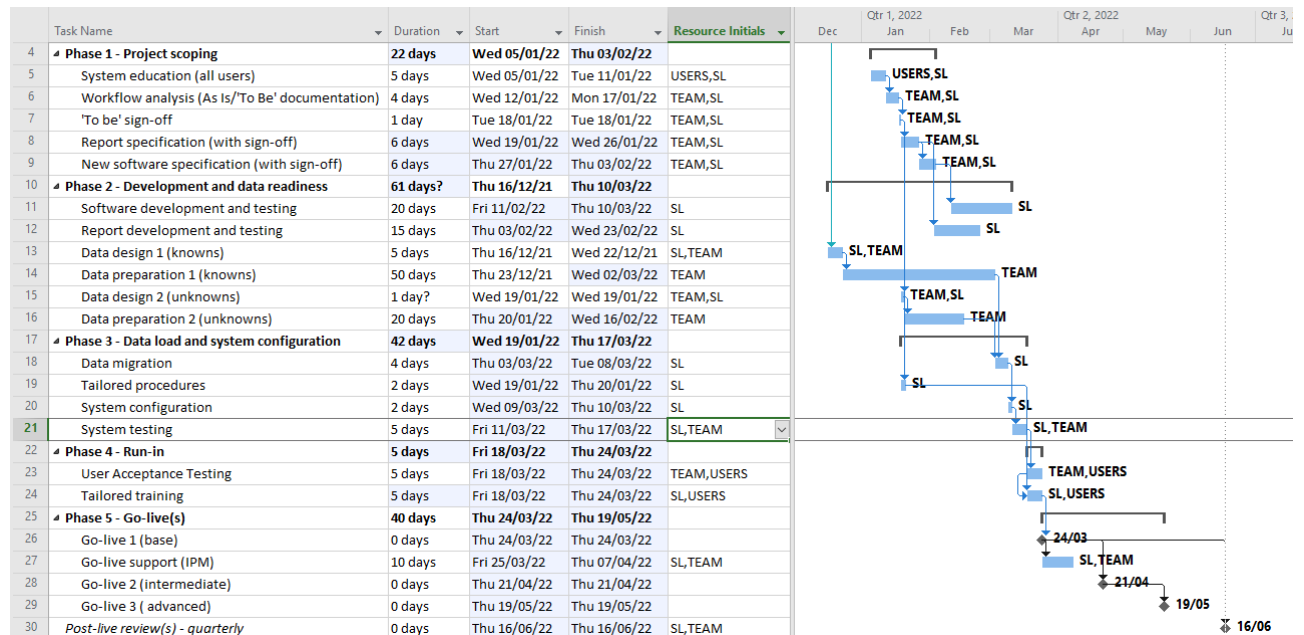
Implementation Project Methodology

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’).



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 across both Daisy and Energy Manager.

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

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/XDR) 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 Limited 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 achieve its own strategic energy management objectives far into the future.