



IDenteq

Data-driven solutions for the utilities industry

We're changing the way the utilities sector
uses data.

About IDenteq

IDenteq is an innovative Data Services Provider founded in 2019. Our purpose is to support the utilities sector with the key data quality challenges they face via software as a service (SaaS) platforms, tailored to each use case.

We provide our clients with a viable alternative to the large credit reference agencies, and traditional data services UK-wide.

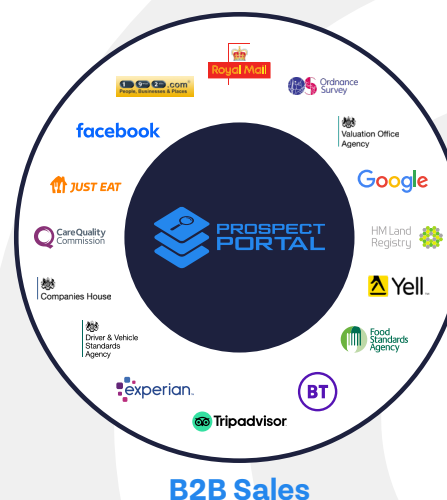
Just some of the organisations we work with:



Proven solutions to long-standing challenges

We have adopted a new approach to data services, introducing flexible software to provide our clients with pre-processed, multi-source data with huge economies of scale.

1 Million business records & **5 Million** residential records; processed every week



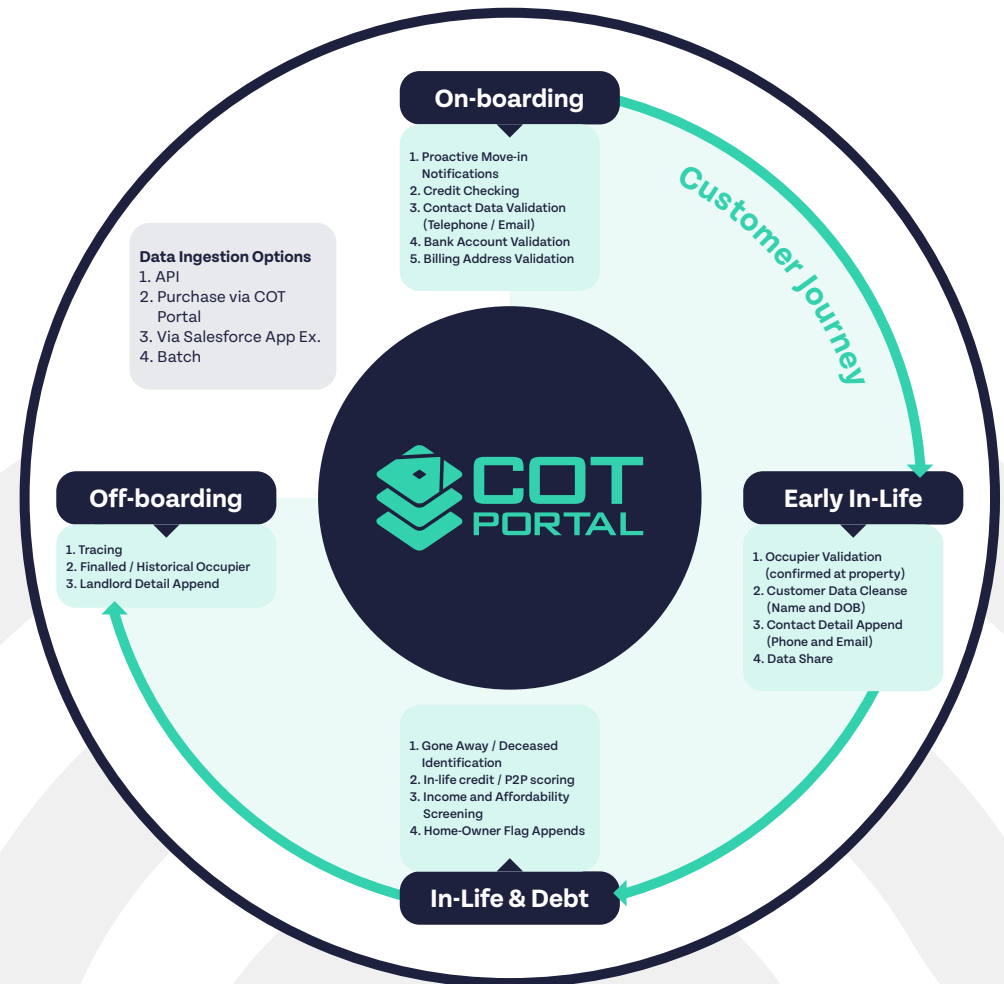
Bringing multiple data sources **together**

Our award-winning COT Portal combines multiple residential data sources in one powerful, easy-to-use SaaS toolkit. It streamlines the COT process & the debt path, identifies vulnerability & verifies occupiers against multiple residential data sets.



Proactive monitoring across the end-to-end customer journey

COT Portal supports the entire customer journey—from onboarding to change of tenancy through to debt management and tracing. Each module is designed to deliver value independently or as part of a combined setup, giving you the flexibility to deploy and pay for only the modules that align with your specific use case and available in-house resources. This modular approach ensures you can focus efforts where they'll have the greatest impact, while scaling your solution over time as needs evolve.



Tackling four key utilities industry challenges, head-on

Market Leading Products

By introducing new data sources, proactive property monitoring and agile development of solutions with our clients, we have created solutions for the key challenges facing the industry:



Occupier

Identifying occupiers using Experian, Land registry and Cabinet Office Data (Council Tax and Benefits data).



Debt

Assessing household affordability, identifying change of tenancy and ensuring customer data is accurate and accurately identifying the occupiers in the UK.



Fraud

Identifying customers who are fraudulently avoiding their bill or accessing tariffs they are not eligible for.



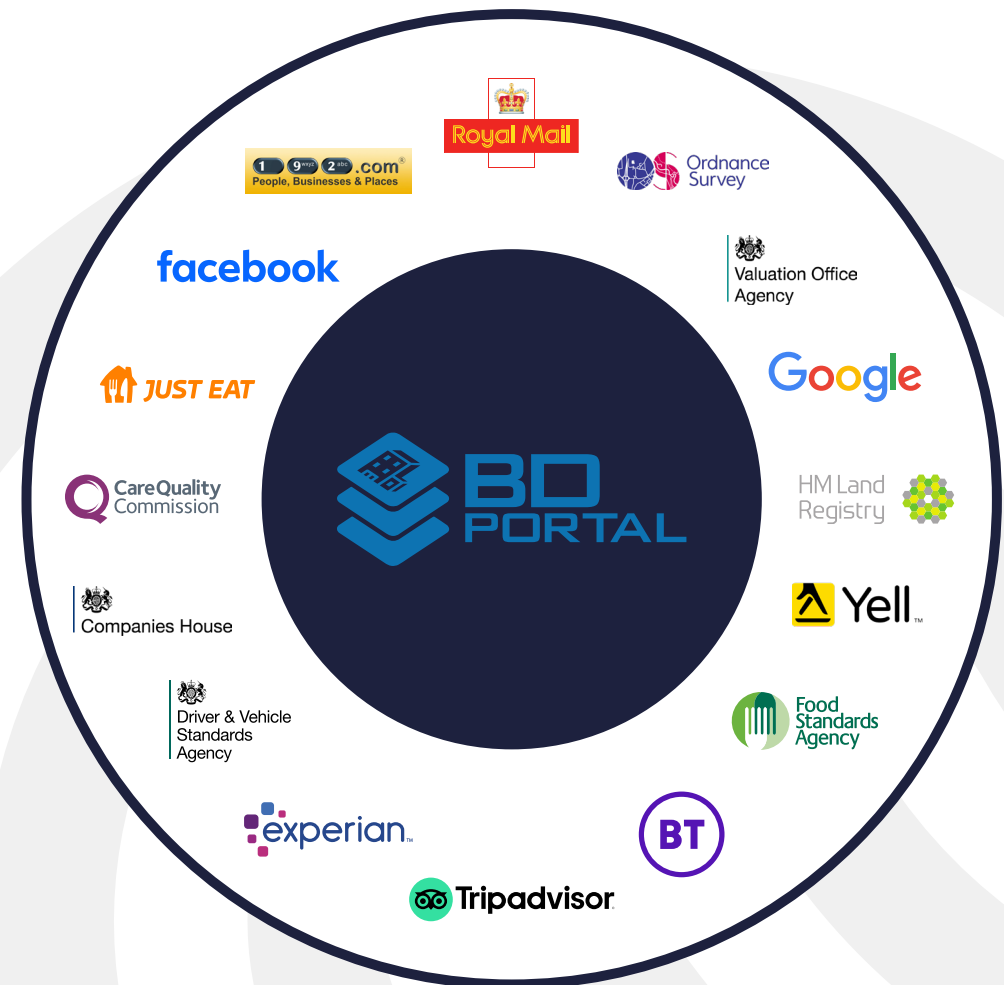
Property

Cleansing property data, improving data-driven process and appending property insight and updates.

Why use BD Portal?

16 data sources, 8 modules, one platform

- Incorrect or out-of-date customer data is a huge challenge in the B2B energy sector, driving customer service and collections issues across the industry. In many cases, change of tenancy is only identified once a site visit is performed to try and recover unpaid bills, adding significant operating costs to collections teams.
- Commercial properties can also be 'undeliverable' or difficult to match, meaning the debtor can't be located or the address is too vague or incomplete to pinpoint a debtor. c.20% are in the hands of a new owner by the time collections action is taken, which typically have c.40% higher debts than commercial properties that haven't changed hands.
- BD Portal is a proactive and data-driven solution that brings together 16 data sources to identify COT and improve collection efficiency.



How does BD Portal work?

Proactive monitoring across the end-to-end customer journey

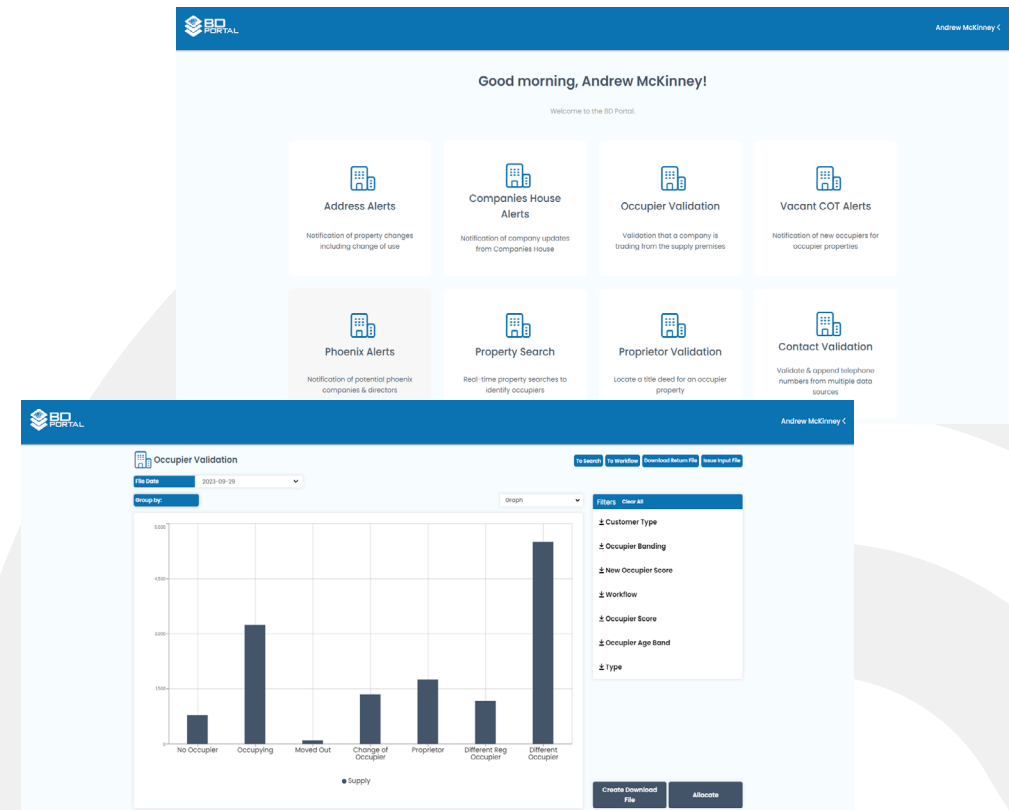
- IDenteq's Business Data Portal enables proactive monitoring of a full customer base to identify if a COT has occurred, or if a new occupier has started trading from a previously empty property.
- Each week the full list of supply point addresses can be loaded into the Business Data Portal. These will then be checked against 16 data sources to correct address details, add contact info and understand if an occupier can be identified
- BD Portal will cross-reference the data from each of these data sources to identify and score the highest-confidence customer and compare this to the customer being billed by the user.
- Using 8 targeted modules, users can fix address quality issues and proactively work changes in their data sets relating to ownership, occupier, contact details, and circumstances. Simplifying the COT process, maximising collections and minimising risk.



What can BD Portal do?

Business Data Portal contains targeted modules, designed to tackle the key industry challenges facing utilities. It will enable you to:

1. Quickly identify change of tenancy
2. Spot phoenix companies
3. Validate occupiers
4. Cleanse and append customer details
5. Identify business closure before it happens
6. Identify move-ins on vacant properties
7. Fix address quality issues
8. Create new reporting and insight



Measurable impact

Award Winning Partnerships - IDenteq & Severn Trent

By leveraging IDenteq's technology and advice, Severn Trent Water achieved a substantial 30% reduction in void property numbers, resulting in cost savings that could be passed on to customers.



Mark Davies

Billing and Revenue
Assurance Lead



youtu.be/z08rNlq2jWg

identeq.co.uk



Business Data Portal: Case Study

“At Wave we strive to work with partners and the market operator to put the customer at the heart of what we do and improve the market for the benefit of customers. IDenteq’s approach to innovation and technology aligns with our objectives, they also share similar values and understand the importance of a supplier/customer relationship and strategic working.

We had been looking for an innovative approach to solve our vacancy challenge and working with IDenteq we created something brand new in the marketplace. IDenteq worked collaboratively with us to develop a cost-effective solution using technology which transformed our process, and we continue to work with them to bring more data driven processes into our operation”

Lissa Balmer, Director of SME Customers, Wave
www.youtube.com/watch?v=20xOpH5JZfc



Property Checks Performed >	600K in 3 months
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Occupiers Identified	25K (from 55K empty properties)
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Operating Cost Savings	£250K
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Data Driven Customer Move Ins	c.10K
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Time Saving per Occupier Moved in	75%
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Annual Revenue Billed	£15M
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Our Senior Team



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Ben Reed
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Kirsty Williams
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