



Data-driven solutions for the utilities industry

**Quickly identify COT,
fix address quality issues,
manage risk & improve
collection efficiency**



Non-household

identeq.co.uk

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.

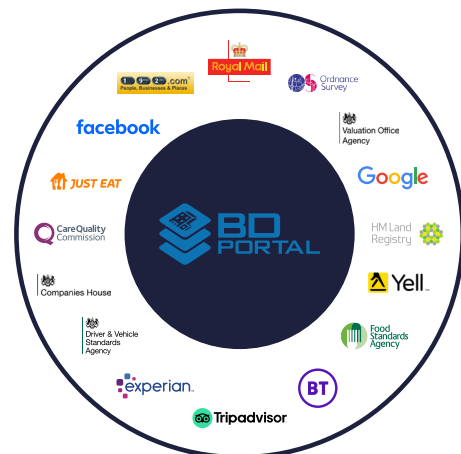
Just some of the organisations we work with:



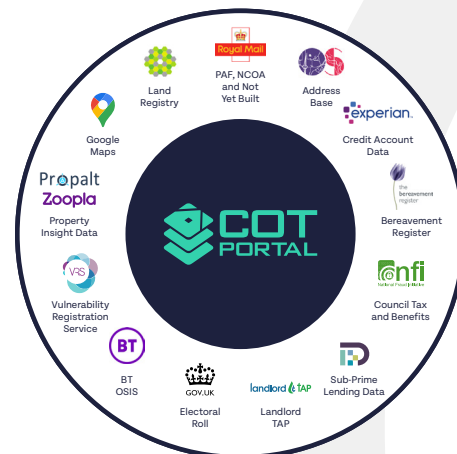
Proven solutions to long-standing challenges

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



Non-household



Residential



B2B Sales

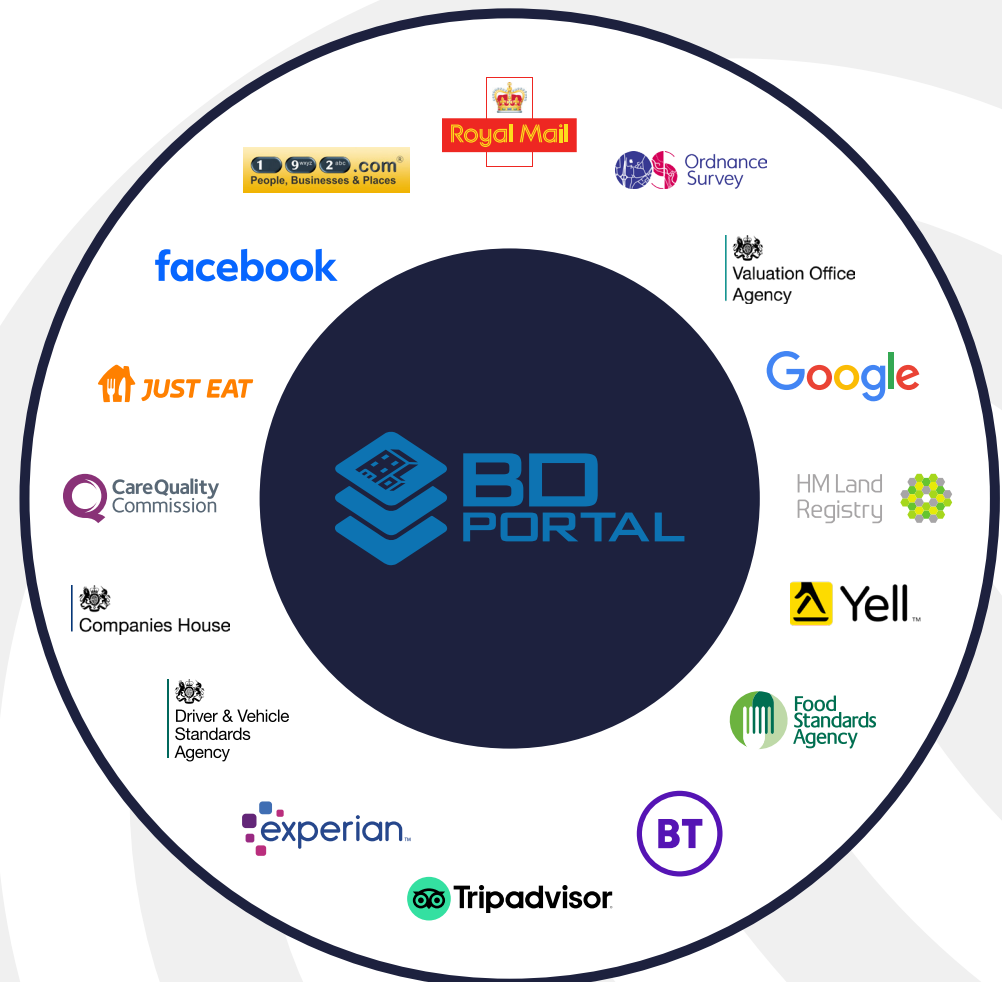


Wholesale

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- Incorrect or out-of-date customer data is a huge challenge in the B2B energy sector, driving customer service and collections issues across the industry.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

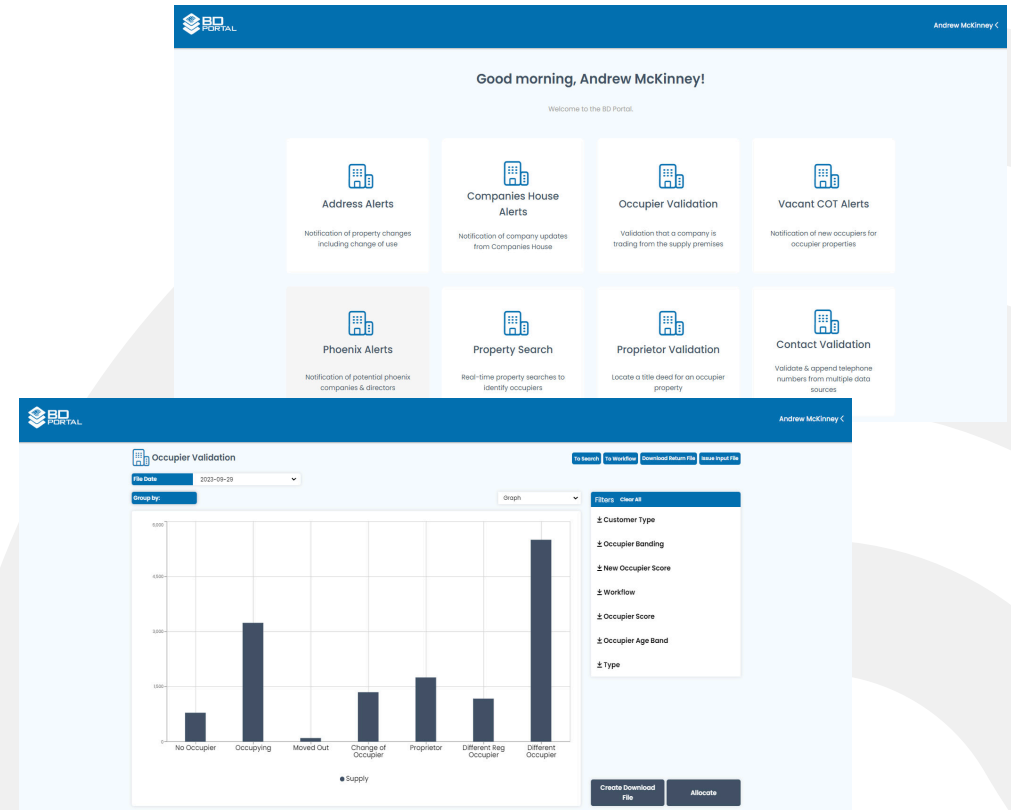
- IDenteq's Business Data Portal enables proactive monitoring of a full customer base to identify if a COT has occurred, or if a new occupier has started trading from a previously empty property.
- Each week the full list of supply point addresses can be loaded into the Business Data Portal. These will 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



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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Deployment: BD Portal

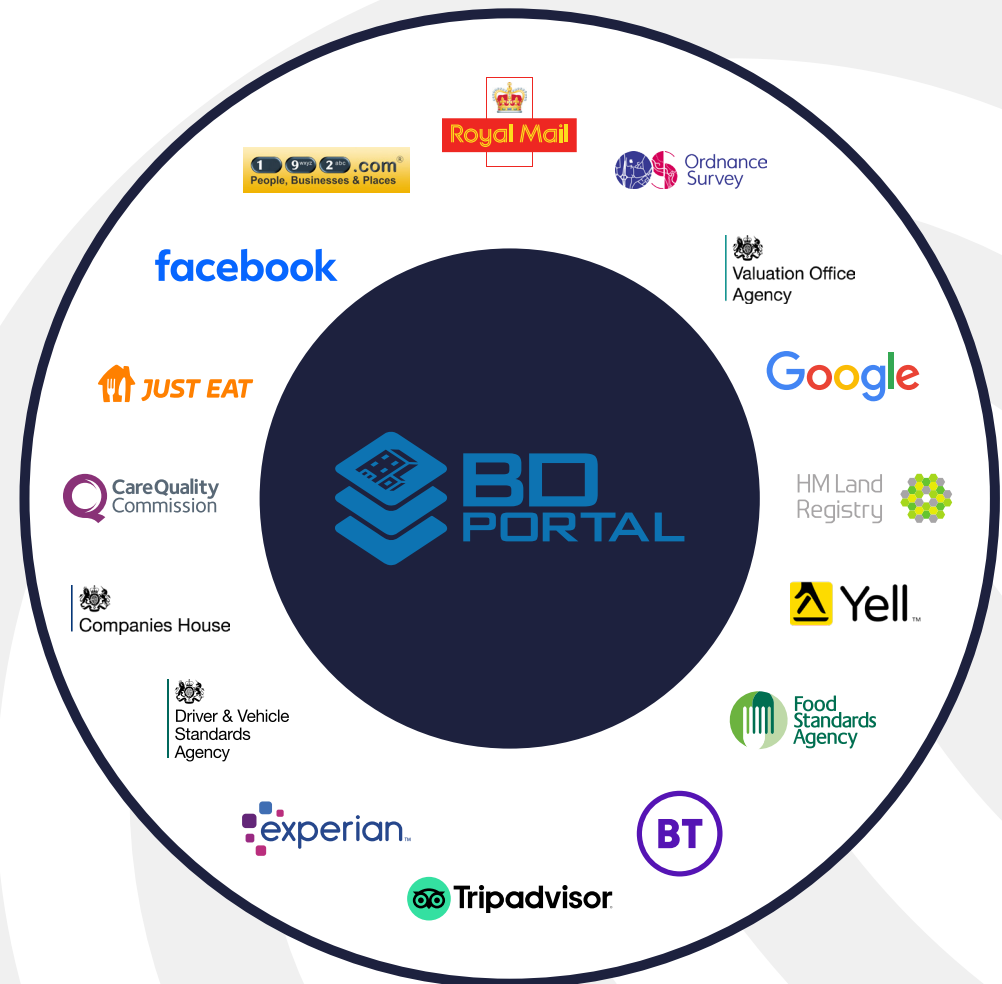
Deployment of BD Portal – a SaaS Platform bringing together 16 key data sources to cleanse, append, enrich & segment UK B2B Data sets

Set up & build:

- Portal stand-up in a secure AWS hosting environment
- First data run with detailed playback session
- Training on how to use the portal and receive the best return on investment

Data Upload & Recurring Service:

- Weekly - records from an existing customer base uploaded via secure login
- Uploaded data is cleansed, appended & segmented through 16 data sets
- User-access and workflow tools stood up and embedded
- Ongoing support and re-training as required



Optional: Managed Service Support

Deploy manual resources, provided by the IDenteq specialist in-house team, to support internal teams:

Proactive COT including evidence gathering:

- Move in on 'Occupier' account
- Move Out on vacant supply points
- Move Out & Move In on COTs

Customer Validation Flags:

- Verified occupier with verified date & proprietor/landlord flags
- Verified Phone Number | Email

Data Enrichment & Maintenance:

- Co. Name | Status | Reg Office append
- SIC Code & Director append
- Tele & Email append

Reporting Area	Metrics
Change of Tenancy	Volume of Move ins performed
	Debt value of Move ins performed in £
Live Customer Validation	Volume of verified occupiers per month, with sub counts on Phone Number & Email verification
	Volume of Proprietor flags added, with sub count of billing addresses added
Data Enrichment & Maintenance	Volume of cleansed accounts by data field
	Volume of Sole Trader home addresses added

Our Senior Team



Andrew McKinney
CEO



Ben Reed
COO



Kirsty Williams
Product Manager



Gemma Hill
Account Manager



Alex Law
Innovation Lead



Contact

gemma.hill@identeq.co.uk

07778 104 487

www.identeq.co.uk

IDenteq Limited

Suite G14, North Staffs Enterprise Centre,
Innovation Way, Stoke-On-Trent, ST6 4BF

identeq.co.uk