

5 Operational Vulnerabilities that drain Utility Revenues

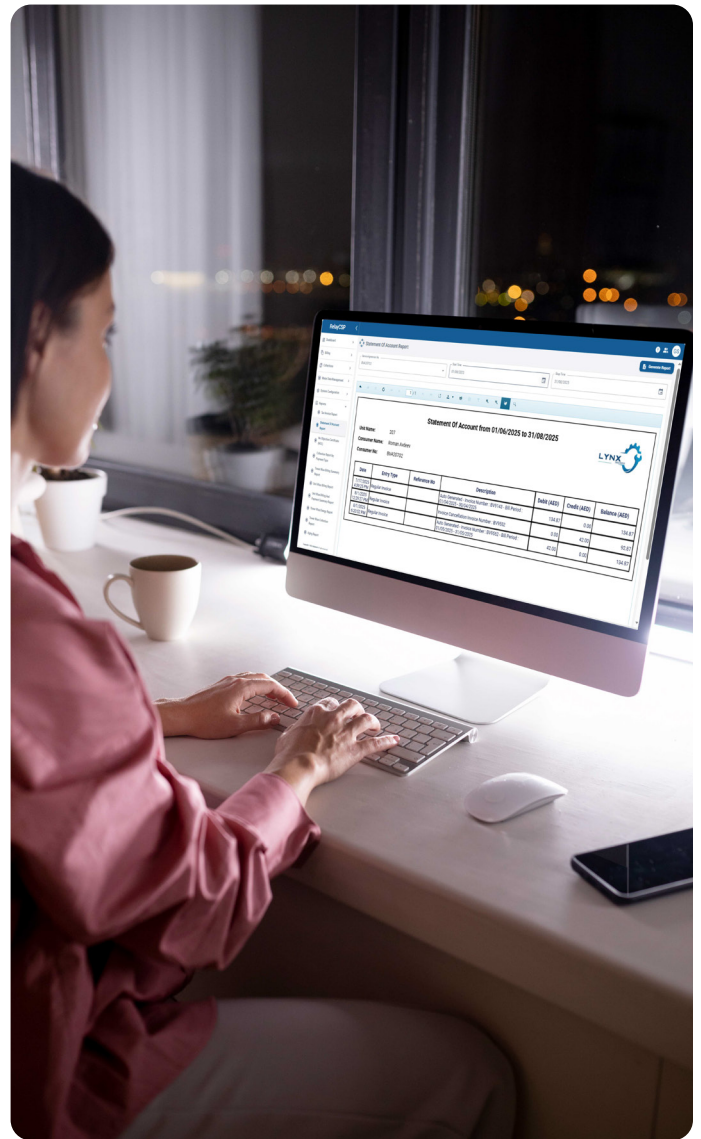
How a UAE Chilled Water Supplier Closed Billing Gaps, Boosted Efficiency, and Accelerated Collections

Discover how Globacom's data-driven billing transformation uncovered hidden pitfalls, reduced 17% revenue leakages, and turned billing operations into a growth engine.



The Opportunity Ahead

This white paper highlights how **Relay CSP** transformed Lynx's retail billing operations, enabling efficient, transparent, and customer-focused delivery of chilled water services across the region. Traditionally managing retail billing operations from service agreements and metering to arrears handling, tariff application, and collections relied heavily on manual or semi-automated processes. These traditional methods, while functional, limited efficiency, transparency, and customer experience. To overcome these challenges and prepare for future growth, Lynx embraced a digital transformation by implementing the **Relay CSP** application. This end-to-end automation of billing and revenue management has not only enhanced accuracy and operational control but also strengthened customer satisfaction and built a scalable, future-ready foundation for the business.



Introduction & Problem Statement

The process of chilled water services to residential and commercial towers, involves managing essential processes such as billing, collections, service agreements, and customer engagement. As the customer base expanded, Lynx's reliance on manual, offline models for these operations became a growing challenge. Before adopting Relay CSP, core functions such as bill generation, collections tracking, service agreement approvals, and dispute resolution were all handled manually. This approach not only consumed significant time and effort but also introduced inefficiencies across the value chain.

The limitations of manual processes created challenges on two fronts:

- Staff were burdened with repetitive tasks, offline records, and slow workflows that could not scale with growth.
- Delays in billing, late communication, and lack of real-time visibility reduced satisfaction and trust.

The Challenge in the Market

The utility services sector is undergoing rapid transformation, driven by regulatory evolution, digital disruption, and rising consumer expectations. Traditional, manual billing systems that once served providers are no longer sufficient to handle the scale, complexity, and compliance requirements of today's environment.

For Lynx's chilled water operations, these market-wide issues were highly visible:

- 1. Rigid settlement mechanisms** – Lynx's manual models made it difficult to adapt quickly to new tariffs, policy changes, or evolving service agreements. Even minor adjustments required significant manual rework.
- 2. Integration gaps** – Lynx's offline processes operated in silos, with no seamless connection to downstream ERP or financial accounting systems, leading to duplication and inefficiencies.

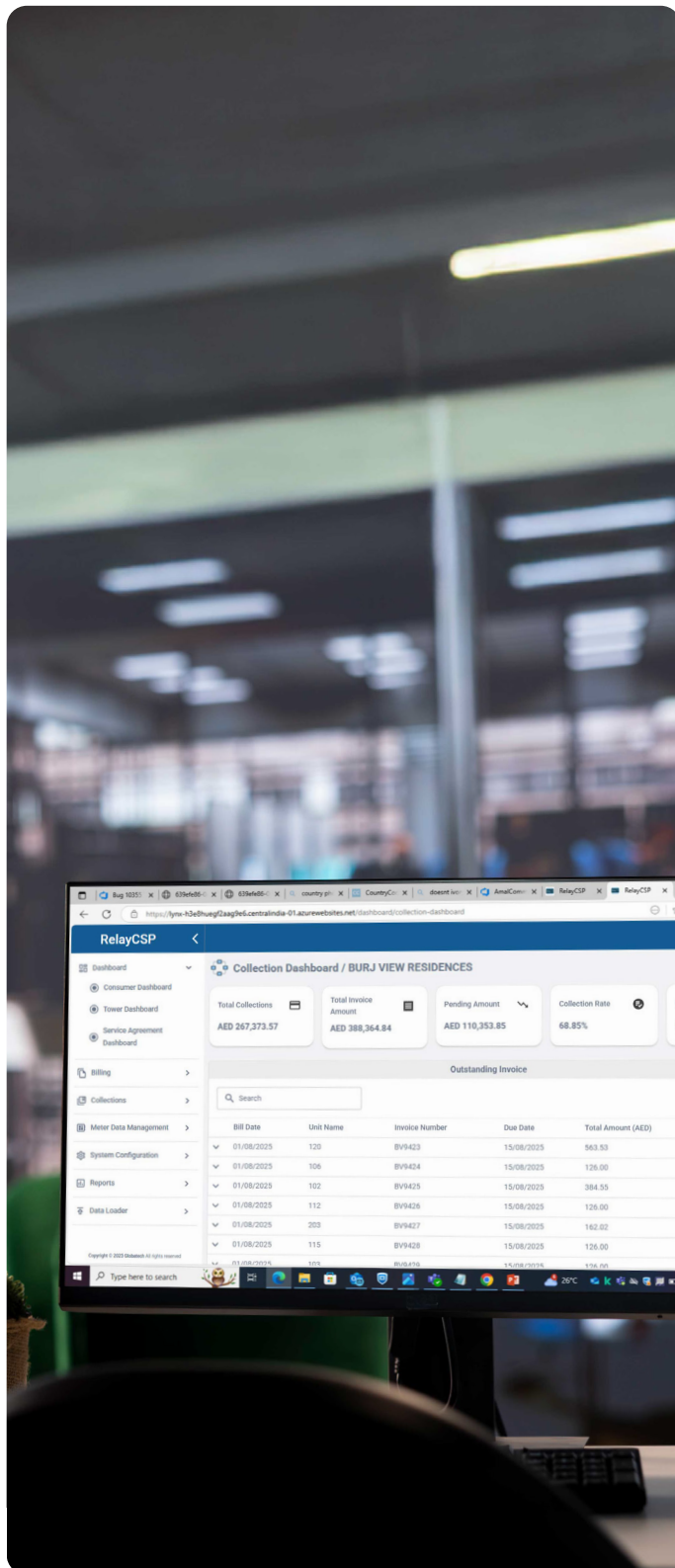
- 3. Operational inefficiencies** – Handling service agreements, billing, and collections through manual data entry slowed cycles, increased errors, and limited scalability as Lynx's customer base grew.
- 4. Data inaccuracies & disputes** – With usage and tariff application managed manually, Lynx faced recurring disputes from consumers over billing accuracy, impacting both trust and cash flow.
- 5. Revenue leakage** – Without proactive monitoring or automated reconciliation, Lynx risked delays and losses in collections, creating a gap between actual usage and recovered income.

In chilled water services especially where consumption patterns are variable and agreements are complex these challenges made operations increasingly unsustainable. Customers expected real-time visibility and digital convenience, while regulators demanded stricter compliance. Lynx needed a modern, scalable solution to bridge this gap.



Globacom's Solution

Our solution Relay CSP, a comprehensive, technology-driven platform built to address the operational, financial, and compliance challenges of large-scale infrastructure projects. Relay CSP brings together advanced monitoring, and scalable operations management into a single system ensuring reliability, efficiency, and transparency across all phases of the project.



Bridging the Gap: Project Overview

Relay CSP served as the core billing and revenue management solution, replacing manual and semi-automated processes with a fully integrated, end-to-end digital framework. This shift bridged critical operational gaps, streamlined billing cycles, enhanced transparency, and established a scalable foundation for future growth.

Key Modules Implemented

- **Billing Module** – Enabled Lynx to generate bills seamlessly, view invoices, manage service agreements, and configure rate setups, ensuring accuracy and consistency in customer billing.
- **Collections Module** – Streamlined the collections process, allowing payments to be recorded efficiently and reducing arrears through better tracking and visibility.
- **Meter Data Management Module** – Centralized all metering information, including meter signals, metering points, unit connections, and cumulative consumption data. This module ensured accurate usage capture and transparency across all towers.
- **System Configuration Module** – Provided flexibility to create and manage towers, units, and related entities, enabling smooth scalability as Lynx expands operations.
- **Reporting Module** – Empowered Lynx with detailed reports on collections, billing, and tower/unit-level performance, supporting data-driven decision-making and operational oversight.
- **Customer Self-Service (CSS) Portal** – Delivered a user-friendly digital channel where customers could view and pay bills, update profiles, and track requests. This strengthened customer engagement while reducing dependency on manual support.

Key Features & Processes

Relay CSP streamlines Lynx's chilled water billing operations by digitizing end-to-end business processes. From consumer onboarding to payments and lifecycle management, every step is automated, transparent, and tailored to the needs of both administrators and consumers.

1. Consumer Onboarding

New consumers can apply directly through the CSS portal, where their request is routed to the Admin portal for review. After verifying documents and details, the admin can approve or reject the request. Service agreements are created upon approval, and an initial bill is generated. Admins also have the option to directly onboard consumers from the portal.

2. Meter Data Management

All metering information — including signals, metering points, unit connections, and cumulative consumption — is captured in the Meter Data Management module. Once recorded, rules are executed automatically to validate data. If readings are abnormal or missing, alerts flag the issue. After validation, data seamlessly flows into billing for accurate bill generation.

3. Bill Posting & Payments

Once bills are generated, consumers are notified via email and other communication channels, and bills are also available in the CSS portal. Automated reminders are sent before due dates to reduce late payments. Multiple payment options are integrated into the portal, making settlement easy and convenient. Upon payment, the collections module updates automatically, ensuring real-time accuracy of financial records.

4. Notifications & Requests

Relay CSP supports automated notifications across the consumer journey — from onboarding and invoice generation to bill posting, payment confirmation, and due-date reminders. Consumers can also raise requests directly through the CSS portal, while admins manage and resolve them efficiently via the Admin portal.

Results & Benefits

The implementation of Relay CSP has delivered measurable improvements across Lynx's chilled water billing and customer service operations. By automating core processes and introducing a consumer self-service channel, Lynx has achieved significant gains in efficiency, transparency, and customer satisfaction.

1. Billing Efficiency

- Bill generation cycles reduced from 5-7 days (manual process) to less than 24 hours with automated workflows.
- Billing accuracy improved to over 38%, minimizing disputes and rework.
- Initial invoice creation and service agreement mapping now occur instantly during consumer onboarding, eliminating delays.

2. Collections Efficiency

- Automated reminders before due dates have already shown early improvements in on-time payments.
- With integrated payment options, consumer adoption of digital payments is expected to rise significantly, further reducing arrears.

3. Operational Transparency

- Meter data validation and error flags ensure anomalies are caught upfront, reducing reconciliation efforts by 45%.
- Admins now have real-time reporting at tower, unit, and consumer levels, enabling proactive decision-making.

4. Customer Experience

- Over 95% of consumers are already engaging through the CSS portal to view bills, make payments, and track requests.
- Faster resolution of service requests through digital workflows has improved overall consumer satisfaction.



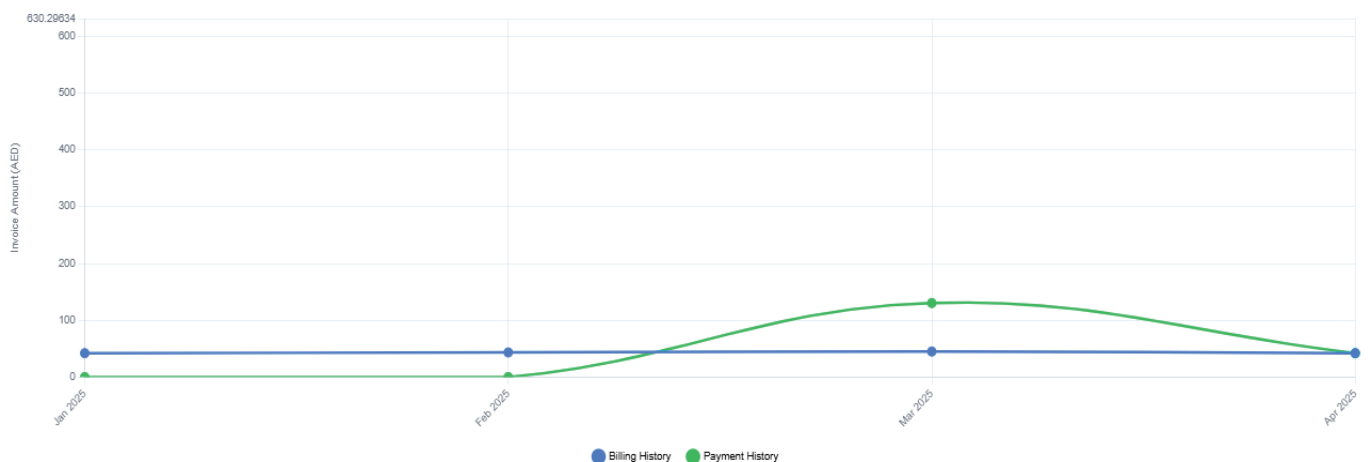
Data, Success Stories

Operational Data Highlights

- 38% billing accuracy achieved after automating meter-to-bill workflows.
- Bill generation time reduced from 5-7 days to <24 hours.
- 95% of consumers actively use the CSS portal for billing and payments.
- Reconciliation efforts reduced by 45% due to automated error flags in meter data.
- With the System Configuration module, Lynx enables faster tower onboarding, reducing setup from several days of manual work to less than a day, ensuring quicker service delivery to property managers and residents.

Billing & Payment Trends

2025 📅



Reinventing digital transformation for the energy
and utilities space

Automation Driving Efficiency

Meter Data Management

All metering information — including signals, metering points, unit connections, and cumulative consumption — is captured in the Meter Data Management module. Once recorded, rules are executed automatically, with AI-driven validation flagging abnormal or missing readings. This ensures billing accuracy and minimizes reconciliation efforts.

Tower / BURJ VIEW RESIDENCES

Tower Configuration

It refers to processed and verified meter readings collected from various sources, ensuring accuracy and consistency.

Meter Configuration

To define and manage meter-specific settings such as meter type, units of measurement, service associations, and reading intervals for accurate consumption tracking and billing.

Payments and Collection Dashboard

It provides a centralized view of all consumer payments, outstanding dues, collection history, and real-time payment status, enabling efficient monitoring and reconciliation of billing and revenue.

Commercial Tag Configuration

To define and manage various billing-related charge components that are used in tariff setup and bill generation for different services.

Service Request Dashboard

It provides a centralized view of all consumer service requests, allowing admins to track, filter, and manage request statuses, actions taken, and pending resolutions efficiently.

BURJ VIEW RESIDENCES

Street Name : Al Barsha

Location : Al Barsha

Description : BURJ VIEW RESIDENCES Estate

Address : 368Q+F6H - Al Barsha - Al Barsha South - Dubai - United Arab Emirates

Service Name : Chilled Water

Total Occupied Units : 119

Total Unoccupied Units : 1

Total Service Agreement: 198

1. BVA10101

- Active

2. BVA10201

- Active

3. BVA103T1

- Not Active

Reporting Module – Empowered Lynx with detailed reports on collections, billing, and tower/unit-level performance. With AI-enabled analytics, these reports now provide deeper insights into billing trends, collection patterns, and consumer behavior, helping Lynx make smarter, data-driven decisions.

RelayCSP

Dashboard

Billing

Collections

Meter Data Management

- Meter Configuration
- Meter Cumulative Data
- Execute Rules
- Validated Meter Data
- VEE Rule Mapping
- VEE Routine Job Scheduler
- VEE Rule

System Configuration

Reports

Data Loader

Validated Meter Data

Save

Import

Export

Get Data

Bill Month

March, 2025

Tower

BURJ VIEW RESIDENCES

Unit Name

Select All

Metering Point Name

Select All

Missing

FSDViolation

Suspect

Quality

MainCheckComparison

ConsumptionFromRegisterReads

Roll Over

Metering Point Name	Meter Name	Meter Tag Name	Meter Consumption (kWh)	Start Time	Stop Time	Actions
MP - 101	Meter-101	Consumption	43	01/03/2025 00:00:00	31/03/2025 23:59:59	
MP - 102	Meter-102	Consumption	89	01/03/2025 00:00:00	31/03/2025 23:59:59	
MP - 104	Meter-104	Consumption	65	01/03/2025 00:00:00	16/03/2025 23:59:59	
MP - 104	Meter-104	Consumption	150	17/03/2025 00:00:00	31/03/2025 23:59:59	
MP - 105	Meter-105	Consumption	1561	01/03/2025 00:00:00	31/03/2025 23:59:59	
MP - 106	Meter-106	Consumption	0	01/03/2025 00:00:00	31/03/2025 23:59:59	
MP - 107	Meter-107	Consumption	0	01/03/2025 00:00:00	31/03/2025 23:59:59	
MP - 108	Meter-108	Consumption	0	01/03/2025 00:00:00	31/03/2025 23:59:59	
MP - 109	Meter-109	Consumption	120	01/03/2025 00:00:00	31/03/2025 23:59:59	
MP - 110	Meter-110	Consumption	148	01/03/2025 00:00:00	31/03/2025 23:59:59	
MP - 111	Meter-111	Consumption	355	01/03/2025 00:00:00	31/03/2025 23:59:59	
MP - 112	Meter-112	Consumption	0	01/03/2025 00:00:00	31/03/2025 23:59:59	

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Conclusion

Lynx's journey with Relay CSP demonstrates how utility service providers can transform their operations by embracing digital-first platforms. Through automated billing, streamlined collections, transparent meter data management, and AI-enabled insights, Lynx has built a scalable foundation for growth while enhancing customer trust and satisfaction. This transformation is not just about efficiency, it's about shaping a smarter, more consumer-centric future for utility services.

If you are a utility or service provider seeking to modernize your billing operations, reduce arrears, and elevate customer engagement, **Relay CSP** can help you achieve the same success.

Connect with us to explore how our platform can be tailored to your unique business needs.

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