b.id

bid Utility Bill Concierge

A source to pay electronic platform that completely digitizes your members energy bill management saving them time and money.

If you are a large trusted brand looking to provide additional value to your members by helping them save money, reduce time and digitize their energy management efforts then you should consider bid Utility Bill Concierge.

The bid Utility Bill Concierge is an integrated energy spend management solution, that leverages Robotic Process Automation (RPA) to automate manual energy management processes. The platform provides ongoing automatic bill collection and data capture and validates energy invoices, to ensure member's ongoing transparency, no more overdue charges, disconnections or bad credit ratings and increases their peace of mind knowing they are getting the best energy rates in market.

Adding member value and decreasing the likelihood of churn is easy with the bid Utility Bill Portal, it's securely hosted on the Amazon Web Services (AWS) cloud, which makes it quick to deploy and can be further be enhanced by white-labelling with your branding. Both you and your members can be up and running in just days, rather than weeks or months and best of all no upfront CAPEX is required from you or your member to get started.

Key Features and Benefits

Increase member retention by delivering them significant time and money savings by automating manual utility bill processes.

Zero cost to you or your membership base and further revenue opportunities.

Cloud bases SaaS solution securely hosted on the Amazon Web Services Platform.

Easy to use, anywhere, anytime member portal, where they can easily receive, check and pay bills, access reporting and insights.

Easily accessible spend and usage dashboards that enable better budgeting.

All energy retailers are engaged to bid on your sites which will guarantee your members the cheapest electricity prices for all their sites.

The ongoing concierge will continue to collect and benchmark your member utility spend, ensuring the best prices for future contracting.

Assists your members to pay bills on time, which reduces the risk of disconnections and bad credit ratings.

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Increase your member's loyalty and decrease churn.

As a trusted brand, your members look to you for help in easing their business pain. Utilities is one of their highest business expense items, so if you are able to secure them a better energy price along with significant time savings, your members will be in a position to reallocate the rime spent manual energy management time saved to higher-value tasks that boost the bottom line. You will easily be able to measure and demonstrate the additional value you have provided to them, which will assist in driving member loyalty and decreasing their propensity to churn.

Get retailers to compete for your members business

bid's Utility Bill Concierge will find the cheapest electricity for your members, streamline contracting and will ensure they get the best rates for each annual re-contracting event, bidding is open to all retailers who are encouraged to compete for new business, the entire process is open and transparent and we have no commercial arrangements with any retailers, so we don't receive any commissions and there is no conflict of interest. Each retailer is charged a fixed acquisition transaction fee if they successfully acquire one of your member's sites.

No hidden costs for you or your members

The platform service can be white-labelled with your branding to ensure a consistent user experience or be used as a stand-alone platform. Neither you or your members will be required to pay anything and depending on the negotiated commercial agreement, there may be scope for you to earn additional revenue when a member purchases energy from a retailer. The extensive capability of the platform is available to both you and your member's at no cost.
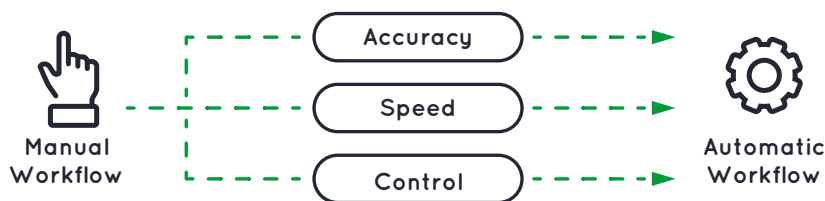
An easy to use, economical solution

The bid Utility Bill Concierge solution is easy to use and delivers similar outcomes to expensive, tailored enterprise services. The platform can collect, validate and pay all your member's bills in the secure member portal that also delivers useful spend and usage dashboards. The source to pay electronic platform can completely digitize your members energy bill management.

The Bidding process explained:

1. Via drop or drag, members load a pdf bill or complete a 'letter of authority' for bid to do it for them.

2. Automated price benchmarking occurs for the site location to identify potential bill savings.

If savings are identified:

3. Retailers bid on the member's bill and after 5 business days, all offers will be presented to the member.

4. With the click of a finger, once bidding is completed and great savings have been secured the member can accept the offer.

5. The platform then automatically notifies the retailer and the contract is formalized.

6. The member can then sit back and relax – our concierge platform will continue to collect, validate and benchmark all bills ongoing including the next annual contracting opportunity.

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Manual Workflow → Accuracy · Speed · Control → Automatic Workflow

Take the hassle out of paying on time

With the help of automated alerts, the concierge solution your members will ensure they do not incur any late payments, disconnection warnings or unwanted site disconnections.

Bill validation

Every bill uploaded into the Utility Bill Concierge platform undergoes data completeness checks, quality assurance, and invoice control measures.

This means members can trust that the bills are correct and that they are only paying the rates that they are contracted to pay.

Stress-free bill collection and storage

As soon as a retailer produces an energy bill, they are automatically uploaded into the concierge platform where they are validated and stored, for easy reporting and useful analytics. No more messy inboxes or mailboxes filled with paper.

Benchmarking

Over time as more of your members join and bills are collected, Bid's useful benchmarking tool will be able to provide your members with additional value add insights including the ability to benchmark against similar business types.

Contract Management

Customized price alerting functionality reminds members when there are upcoming contracts due to expire, this gives them enough time to make smarter buying decisions. And as all historical data all stored in the member portal, they will always be ready to re-contract and easily asses what a good deal looks like.

Increased Visibility

Members are easily able to gain visibility and access to all their historical billing and usage data in just seconds, they are supported with sophisticated key spend management reporting capability and able to access additional value-add and cost-saving opportunities.

Ease of implementation

bid Utility Bill Concierge is a SaaS solution securely hosted on the Amazon Web Services cloud. This increases the ease and speed and flexibility of implementation and means your members can access their member portal from anywhere, anytime.

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Why bid?

A tried and tested Utility Bill Management Solution

bid Utility Bill Services are already being leveraged by over 100 market-leading brands across Australia, the US, and the UK. We already process more than 440 thousand bills annually.

Efficiencies and savings that competitors can't match

bid solutions leverage robotic process automation (RPA) that successfully removes the human intervention required to manage the Utility Bill Management lifecycle. We are the only provider to leverage the power of RPA, this means we're uniquely positioned to deliver drastic improvements over our competitors by reducing errors, real-time insights, increased speed and control.

All other Utility Bill Management providers rely on manual and/or semi-manual process and are unable to match the efficiency that only RPA can deliver.

An experienced, knowledgeable provider

In a world of volatility and rising prices, the agility to decisively act on opportunities, (powered by accurate and readily available data) is critical for business success. bid has evolved its offering to provide an enhanced agile digital experience for utilities and their members that's seamless to deploy and robust in its value across the energy supply chain.

Trusted by Leading Brands

Trusted by over 100 big named clients across Australia, New Zealand, United Kingdom, and America. bid has transformed the world of bill management with its robotic workforce, now managing more than 135,000 meters over 4 countries with over $1bn of utility spend.

Interested in a Utility Bill Concierge Solution?

bid has a suite of RPA solutions that already help large complex multi-site enterprise clients just like you, please contact us for more information.

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