PORTFOLIO MANAGEMENT

We understand first-hand the challenges of managing a complex portfolio. With 3,500 sites across multiple business functions, we are well placed to optimise your business' portfolio.

HOW WE CAN HELP

Over the years we have developed processes for managing our site to get the best insight into the Co-operative Group's portfolio.

Our database partner has developed with our needs in mind over the years and the system we use houses all key site information for a utilities contract.

Customer engagement is essential to good portfolio management. We have designed and tested our processes to ensure they are accessible and easy to follow. We will provide training and SOPs for customers, so your team know the right channels to access.

Through processes of continuous improvement, we aim to get the 'perfect' site list, meaning every relevant detail for your sites is accessible. From square footage to meter serial numbers, all your required information is available.

Customer Driven

Data Insights

Supplier Relationship

Straightforward Processes

Regulatory Compliance

HOW IT WORKS

After a successful onboarding, your dedicated Account Manager will work with you to analyse your portfolio. Identifying cost and consumption savings using our white labelled, industry leading software, a review of your portfolio will be a regular agenda item in your review meetings.

We start analysis at the onboarding stage to identify any issues with site data early. We will verify the data with our suppliers and compare with your site list to ensure all meter information is correct.

Our partner suppliers work hard to get things right, however, if things do go wrong, our dedicated Supplier Management is the best positioned for escalation. Regular contact and review meetings mean we can manage our customer queries.

We aim to take the pain away from the new connections processes. All new connections are managed in house with a dedicated delivery team. As a retailer, we know how important new connection deadlines are. We will engage you early to understand your portfolio strategy and make sure you're engaged at every step in the process.

We manage Change of Tenancies in/out of portfolios and will work with the supplier to manage any queries.

Our database task management system means you can see when you need to provide a meter read. Automation means as soon as a read is submitted, it will be sent to the supplier. This gives you the best control over your consumption.

At Co-op, we're no stranger to the 'quirks' of a particular site. We can store meter photos, locations and site anomalies in our database so information is at your fingertips.

REPORTING

We proactively manage errors through our monthly Portfolio movement report. Your account manager will report on all portfolio movement to trap errors.

Our faults and dial reports help us to identify missing meter data, meaning you'll know as quickly as possible when there is a fault on site.

We will report on out of contract sites so you can manage cost and consumption for your whole portfolio effectively.

Our market insight help you stay on top of operational compliance. We'll also work with you to design a strategy for meter upgrades, AMR roll outs and ASC reviews.

Our Perfect Site list report helps you understand the gaps in your portfolio which means they can be proactively managed.