

# Utility business uses Access PaySuite to scale quickly and meet ambitious growth plans



## CLIENT PROFILE

**Logicor Energy's mission is simple. To save its customers time and money and help them to lead a more sustainable lifestyle.**

Their innovative “energy-as-a-service” platform and range of tariffs gives consumers a discount if they use electricity when the energy from the grid is coming from green sources (like wind and solar panels) and provides them with monthly energy reports providing them with everything they need to understand how they use energy and how they can be more sustainable.

Their proprietary and highly innovative platform and business model reduce the costs involved in supplying energy to consumers, meaning that Logicor Energy provides a service that not only helps the planet but is cheaper to use.

## THE CHALLENGE



## Supporting a fast growing business whilst delivering the right customer experience

**Logicor Energy has a simple mission:** to provide consumers with access to sustainable electricity but at a great price and when Operations Director Bijay Thapa joined the business he knew he needed superb back-office systems to really deliver the right customer experience.

Formed in 2018 the business has scaled quickly with a rapid increase in customers and whilst this is welcome, it also brings new challenges.

“ Our aim is to give consumers great prices, so we needed a system that was fast and efficient and removed as much manual processing as possible. ”

**Bijay Thapa, Operations Director Bijay Thapa, Logicor Energy**

As an early days start-up, Logicor Energy needed a system to allow it to take regular payments from its customers. Naturally, it had to be cost-effective but more importantly, the company needed it to be in place quickly.

The team at Logicor Energy were managing Direct Debit setups manually, and the work required to move data across multiple systems took significant time and resource, whilst also taking the team away from the vital tasks needed to grow a fast-moving start up.

*“Our previous system had no API so everything needed manual processing. We had to take data from our website and then manually type it into our payment processor.”*

“Our previous supplier used to hold on to money for two weeks or so and as a small business, it was needed quickly. With Access PaySuite, the money is in our account really quickly.”

**Bijay Thapa, Operations Director Bijay Thapa, Logikor Energy**

## THE SOLUTION

### End to end processing tailored to their needs

By working with Logikor, the implementation team was able to integrate Access PaySuite Direct Debit and Credit Management System platform with their specialised energy retailing platform, Senapt ensuring that the company had an end-to-end process that exactly matched their needs.

This means that a customer can sign up for energy supply on the website, confirm agreement to the Direct Debit Mandate and their details will automatically flow through to Access PaySuite with no manual intervention, saving the team significant time.

Access PaySuite Direct Debit and Credit Management System allows full reporting and audit of the setup process and the Logikor team can see at a glance if there are missed payments.

“The implementation was very smooth and Access Paysuite have been very helpful with later refinements. It even automatically alerts us if there is a problem with the set up with no human involvement.”

**Bijay Thapa, Operations Director Bijay Thapa, Logikor Energy**



## THE IMPACT

### Greater efficiency supporting business growth

Since they implemented Access PaySuite the company has grown considerably, however, the business is still benefiting from the improved efficiencies and streamlined processes that resulted from the solution. Bijay makes great use of the reporting and audit trails of the system to instantly give him the data he needs, enabling him to run the business how he wants.

“There have been a lot of efficiency benefits. On the old system, customers had to be entered manually, as did Direct Debits but now with the PaySuite integration it is automatically entered from our website. Setting up the payment, getting reports and audit trails, creating users, all of which we couldn't do previously but now is simple.”

**Bijay Thapa, Operations Director Bijay Thapa, Logicor Energy**

The ongoing support from Access PaySuite before, during and since the integration has been invaluable, and the next step in the journey is to integrate the Access PaySuite with the finance system at Logicor.

*“Access PaySuite provides an excellent Direct Debit product that combines great reporting with a great service and a super platform. In terms of service, I am really happy so far. I would definitely recommend PaySuite.”*

# Paid with efficiency



#### About Access PaySuite

Access PaySuite is a leading provider of payment solutions to mid-sized UK organisations. Part of The Access Group, it combines payments expertise with unparalleled SaaS experience to help thousands of customers across commercial and not for profit sectors improve their payment solutions, providing the freedom for businesses to accelerate their innovation and growth.

For more information about Access PaySuite, visit [www.accesspaysuite.com](http://www.accesspaysuite.com)

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