

CASE STUDY

MAPP

Energy management and Tenant On-Charge solutions for a fluid property portfolio



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The Company:

MAPP is a market leader in the management of commercial and mixed-use property, managing over £14bn of commercial property throughout the United Kingdom for a variety of leading funds, real estate investment trusts and other investors in Real Estate. MAPP employs 500 people across six offices in London, Birmingham, Bristol, Glasgow, Manchester and Newcastle.

The Challenge:

When MAPP engaged Alfa Energy Group (Alfa Energy) in 2019 as its energy consultant, the company was managing a large multi-site, volatile portfolio split across 40+ different suppliers, making procurement and data management extremely challenging. Alfa Energy started supporting MAPP by working with their incumbent suppliers to improve debt and query management to build relationships and reduce escalations.

MAPP wanted to work with a consultant that truly understood its business and had the resources to effectively support delivery of its energy management programme, sustainability services and energy procurement. Managing a large multi-site, fluid portfolio requires constant attention to ensure effective portfolio and cost management, and whether identifying bottlenecks in query processes or implementing robust change of tenancy processes to avoid out of contract rates, Alfa Energy worked closely with MAPP to solve the challenges within its portfolio.

The Solution:

Alfa Energy implemented several process flows across the portfolio in order to streamline and standardise key processes and make overall improvements. This covered following areas:

- Transitions in to/out of portfolio
- Disconnection notices
- Meter reads
- Payment queries
- Debt management

During the onboarding process, Alfa Energy created a consolidated and detailed overview of all supply points across the portfolio, capturing site names, meter details, supplier/contract information, precise coding details (mandatory for coding invoices for payment), and other relevant information that supports the successful management of processes across the portfolio.

Invoice Validation

ASSURE is Alfa Energy's energy cost control platform that provides tracking and analysis of utility costs and consumption. All elements of an invoice are validated, including rates, consumption, third-party charges, and site details. By highlighting and recovering overcharges, ASSURE enabled MAPP to better control and improve cash flow while freeing up time and resources to focus elsewhere on its business.

Query Management

Alfa Energy inherited a considerable number of historic queries from the previous consultant. To tackle this backlog and ensure an efficient process for queries moving forward, Alfa Energy engaged its own in-house designed query management software, RESOLVE, in order to centralise all queries, making them trackable and reportable.

Energy Procurement

The portfolio Alfa Energy inherited was split across 45 different suppliers, and so one of the first improvements initiated by Alfa Energy was to consolidate this down to 8 and source only 100% Renewable Energy. Alfa Energy managed to put in contract all void supplies to avoid having sites billed on high out of contract rates, and along with consolidation, this aided the debt management process. The water side of the portfolio was lacking visibility, so Alfa Energy successfully created a consolidated site list with a systematic overview of all water supply points and put 50% of the portfolio into a contract with one group supplier.



"We decided to partner with Alfa Energy more than two years ago and we are more than happy with our decision. The Alfa team has supported MAPP in its utility management, providing valuable industry expertise and bespoke solutions for our clients. Alfa's technology alongside the proactivity and knowledge in the team have proven extremely useful for our portfolio."

Rowan Packer, Executive Director - Head of Sustainability and Social Value

The Result:

- Over 44,000 invoices queried with suppliers leading to savings of over £810,000
- Consolidated 45 different suppliers down to eight, including successfully nominating one main DC/DA provider for over 250 HH supplies
- Achieved overall savings of 20.2% for gas and 3.2% for electricity since October 2020, despite a period of dramatic price volatility
- By signing 2021 renewal contracts on time, MAPP managed to achieve a price that was 38% less than it would have been by the time contracts were due to expire.
- Provided access to, and visibility of, actual consumption data, and helped streamline energy data management and reporting
- As a result of timely invoice collection and invoice processing by Alfa Energy, and by working with MAPP to remove pre-approval for invoices under a defined value threshold, payment of invoices has speeded up, significantly reducing the number of overdue invoices
- The number of disconnection notice cases has decreased due to constant communication with suppliers and a proactive approach from both sides
- Monthly debt reports and regular calls with suppliers were introduced and facilitated by Alfa Energy, which improved visibility of outstanding debt and helped all parties in managing and controlling debt level.
- The payment process has been simplified: quick and automated approval and payment of all invoices loaded into the client's payment systems



"When we took over the MAPP portfolio it was in a challenging state, due to a disaggregated procurement approach resulting in a disjointed view of the portfolio which was also causing payment delays. We worked closely with the client to agree on a roadmap in order to streamline their processes, improve debt management and consolidate their billing. This resulted in reducing the debt and achieving £810,000 in savings in just 2.5 years."

Dženani Ušanović, Bureau Services Team Leader

"Key to our success managing the MAPP portfolio are the processes, systems and people involved. We started the journey by working together with MAPP to understand the processes and areas that need to be improved and prioritised. Our relationship with Rowan Parker was particularly pivotal in ensuring success. Rowan is tech savvy and open to modern solutions to issues and this really helps with optimisation. By working closely with Rowan and his team, we have managed to streamline and improve efficiency of several processes across the board, ranging from change of tenancy/ownership processes, procurement, to invoice and payment processing. Working in partnership with clients in an integrated way is really very critical."

Mela Hadrović, Head of Bureau Services



Alfa Energy's value-add to MAPP in three words, from Andra Copot, Strategic Account Manager:

Creativity - Whatever query the client sends our way we are ready to support up to resolution. We have a close and dynamic relationship with our clients. This is key to successful problem solving and innovation.



Efficiency - It is complicated and complex work; a little error can cause a big issue. We have both the expertise and proprietary software systems to manage complex portfolios and communications to create the efficiency and visibility needed, identify and deal with challenges head-on and ultimately make what is complex, simple.

Experience - MAPP is a complex and interesting client; it gives you the ability to learn something new every day. You never know what type of query you might receive, but our years of experience with a diverse range of clients means we know how to approach it to resolve it.