CASE STUDY
INTEGRATED SMART METERING SYSTEMS

Meterix Limited

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ABOUT METERIX LIMITED

Meterix is a technology solutions company with an experienced background in the energy market. They provide innovative solutions for sub-metering applications of Smart Meters. In 2015, they developed MeterPayTM - an online payment platform for Smart Metering.

The MeterPay platform integrates with metering Head-End system to process credit/debit card top-up transactions for prepayment customers by working with one of Europe's largest smart meter manufacturer. As part of the smart metering solution, Meterix manages the IoT connectivity with their devices.

THE CHALLENGE

Connectivity issues and slow failure response times have always been the biggest challenges for Meterix.

"We found that aggregators just weren't delivering the technical service they claimed," states Daniel Homer, Director at Meterix Limited. *"Prepayment Smart Metering is a real-time business; we run a 24/7 operation to monitor the delivery of cryptographic top-up tokens to our smart meters via IoT. It's extremely time-sensitive. If we have connectivity issues, then consumers don't get the credits that they've paid for, and their meters could be disconnected from the grid without electricity".*

"During the field trials in 2015, we would have to react to credit delivery failures and submit support tickets with the aggregators who would subsequently forward the requests to the mobile operators. And this process only seemed to be resolved during office hours."

THE SOLUTION

Velos IoT has focussed on developing APIs (application programming interface) for Meterix through the unique Nomad IoT platform. It allows further integration and automation with Meterix's IT systems and their business processes.

Meterix benefited from functions in Nomad such as SIM activation and deactivation. It also benefited from CS/PS profile switching to command SIMs to select different roaming networks. Moreover, Meterix also helped from 'update location' which refreshes stale records in the HLR to re-establish connectivity with un-responsive devices.

Besides, Meterix found the mapping function very useful. When meter installers are uncertain of where devices have been installed, they can confirm this by locating the nearest base station on the map within Nomad.

Watchdog reports are distributed to Meterix every month based on alert criteria, such as data threshold limits, or IMEI data, is changed.

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RESULTS

Nomad's real-time diameter feeds enabled Meterix to quickly identify and diagnose connectivity issues and solve credit delivery failures. Consistent and robust device connectivity with fast response to failure, which not only saved Meterix's time and cost but also increased their consumers' satisfaction.

Since launching in January 2016, MeterPay is serving over 3000 consumers in the UK and will launch pilots in selected countries in Europe and Africa in 2017. With unprecedented global reach, capability and network resilience, Velos IoT is positioned as the ideal long-term IoT partner for Meterix.

"Technology is the most important thing that attracted us to Velos IoT. Now our support operation runs in "proactive" mode; we can predict when consumers are due to top-up and ensure that we have established connectivity to deliver the tokens. Our support operators can instruct our meters to roam on specific networks that we know perform better in certain areas and weather conditions. We've taken this a step further integrate MeterPay with Velos IoT through Nomad's API functions, so our SIMs are activated and tested during our smart meter dispatch warehousing process. The API integration has allowed us to automate support operations when we have to respond to localised network failures, as well as our business-as-usual management, monitoring and reporting."

Daniel Homer
Director

RELIABLE SMART METERING

Harness the power of connectivity with Velos IoT. We are a global integrated connectivity provider with extensive experience in delivering IoT services via proprietary core and roaming agreements. Supported by team of 120+ experts and with over 600 global networks, Velos IoT provides customers with sustainable, scalable, compliant, and secure access to connectivity.

At Velos IoT we value the agility and resilience IoT customers require. We have shipped over 17M SIMs worldwide and offer solutions to businesses of all sizes – from small specialist players to huge manufacturers. Our portfolio includes flexibility in integration options covering features around security and resilience.

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