



CASE STUDY: Energy Bureau

STC BUREAU SAVES HMRC £1.4 MILLION IN 18 MONTHS

About Mapeley Steps



STEPS (The Strategic Transfer of Estate to the Private Sector) is a Private Finance Initiative (PFI) involving the Inland Revenue, HM Customs and Excise and the Valuations Office.

Mapeley purchased the portfolio of over 1,000 buildings, a mix of freehold and leasehold, aggregating to some 1.4 million m² in 2001. Mapeley is also responsible for delivering services to a further 125 sites that were not capable of transfer.



Sapphire Plaza, Reading

STEPS represents a sophisticated flexible property transfer model along with virtually all Facilities Management services required to provide the Departments with completely functional operating spaces.

The portfolio is highly varied, including: offices, warehouses, call centres, heritage sites, car parks, computer centres, quarantine facilities and custody suites.

Set up & implementation

In March 2004 STC won Mapeley's Energy Bureau Tender from another large consultancy. At the time of transfer to STC the data was very poor and, in some cases inaccurate. Mapeley knew they wanted to provide their Finance Department with payment spreadsheets by the end of April for electricity and gas contracts, therefore STC only had one month to set up the database. This included populating the database with all assets, buildings, accounts and over 13,000 paper invoices. Mapeley also had other requirements for data provision that needed to be fulfilled within the first month.

STC Bureau set up procedures along with in house software solutions enabled all Mapeley's requirements to be met in the first month. This ensured 100% compliance and continuity of service without any delays or payment issues.

As with all STC's Bureau contracts, a Service Level Agreement (SLA) was agreed with the client as part of STC's ISO 9001 Quality Assurance program.

In June 2005, Mapeley had a requirement to produce their annual Government energy returns. STC were able to fill historical gaps in invoice data and produce reports within the required timescales. STC were also able to quality check and give guidance on the accuracy of previous data.

On Going Services

- STC provide bill validation and energy management bureau services to Mapeley STEPS Contractor Ltd.
- STC produce electronic and paper payment spreadsheets for Mapeley and the gas and electricity suppliers. This allows Mapeley to correctly allocate all payments and credits to the correct cost centres.
- STC collect half hourly data on a daily basis. This is used for energy management reports and is also used on a monthly basis as one of the invoice validation checks.
- STC provide Mapeley with access to their data via STC's on-line web reporting portal. This allows for detailed analysis of data and production of a wide variety of reports and graphs in a secure environment.
- STC provide monthly management reports to key high level staff.
- STC provide site operations facilitation services for Mapeley, to ensure timely and economical installations for new connections and supply changes.

- Helped the customer improve their internal procedures and created high efficiency gains.
- Undertook negotiation of all new supplies, supply upgrades and downgrades and ensured that new properties were open and operational on time.
- Improved customer satisfaction by exceeding expectation.
- Allowed energy management information to be accessed on-line to key personnel throughout the Mapeley estate.

About STC Energy

Established in 1989, STC Energy is a specialist consultancy providing energy services to help organisations effectively manage their utilities.

Our products include: M&T Software, Bureau, Procurement, AMR, Site Operations, Energy Certification and Carbon Management.

STC is both ISO 9001 and ISO 27001 registered and we provide all customers with the highest level of service.

Contact our national team of experts today for an innovative approach to dealing with your energy services requirements.

Key Achievements

- Set-up the database of a very large estate within one month to ensure there were no interruptions to the Mapeley's bill paying process and reporting schedules.
- Identified and recovered over £1.1m worth of bill validation savings in the first year.
- Negotiated a National MOP agreement providing savings in the order of £100,000.
- Negotiated 100% green electricity supply contracts, exceeding the client's expectations.
- Procured all electricity and gas supply requirements via OJEU procedures.