



MaxUtility

Facility & Utility Management on Microsoft
Dynamics 365



Today's Challenges

- Manual meter readings & error-prone billing inflate OPEX
- Disconnected systems hide revenue leakage & delay decisions
- Clunky onboarding frustrates owners and tenants
- Compliance reporting consumes valuable staff hours

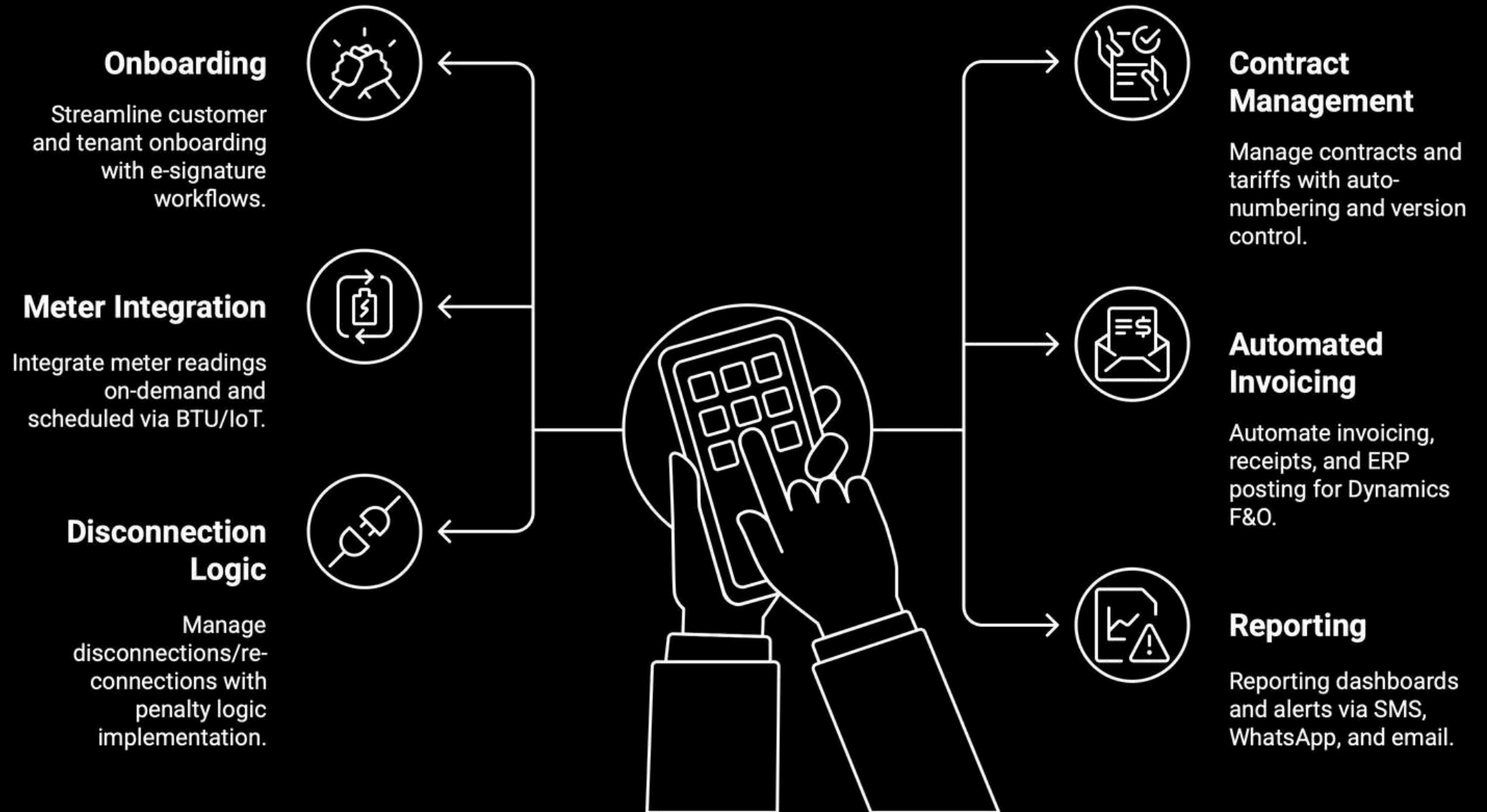
Reimagine Utility Operations

- Unified Dynamics 365 solution purpose-built for facilities & utilities
- Automates the full lifecycle: onboarding → billing → service → collections
- Real-time dashboards give 360° visibility across assets, meters & finance



Solution Overview

- MaxUtility connects core functions, eliminates data silos, and offers a comprehensive view of your business, transforming utility management from reactive to strategic.



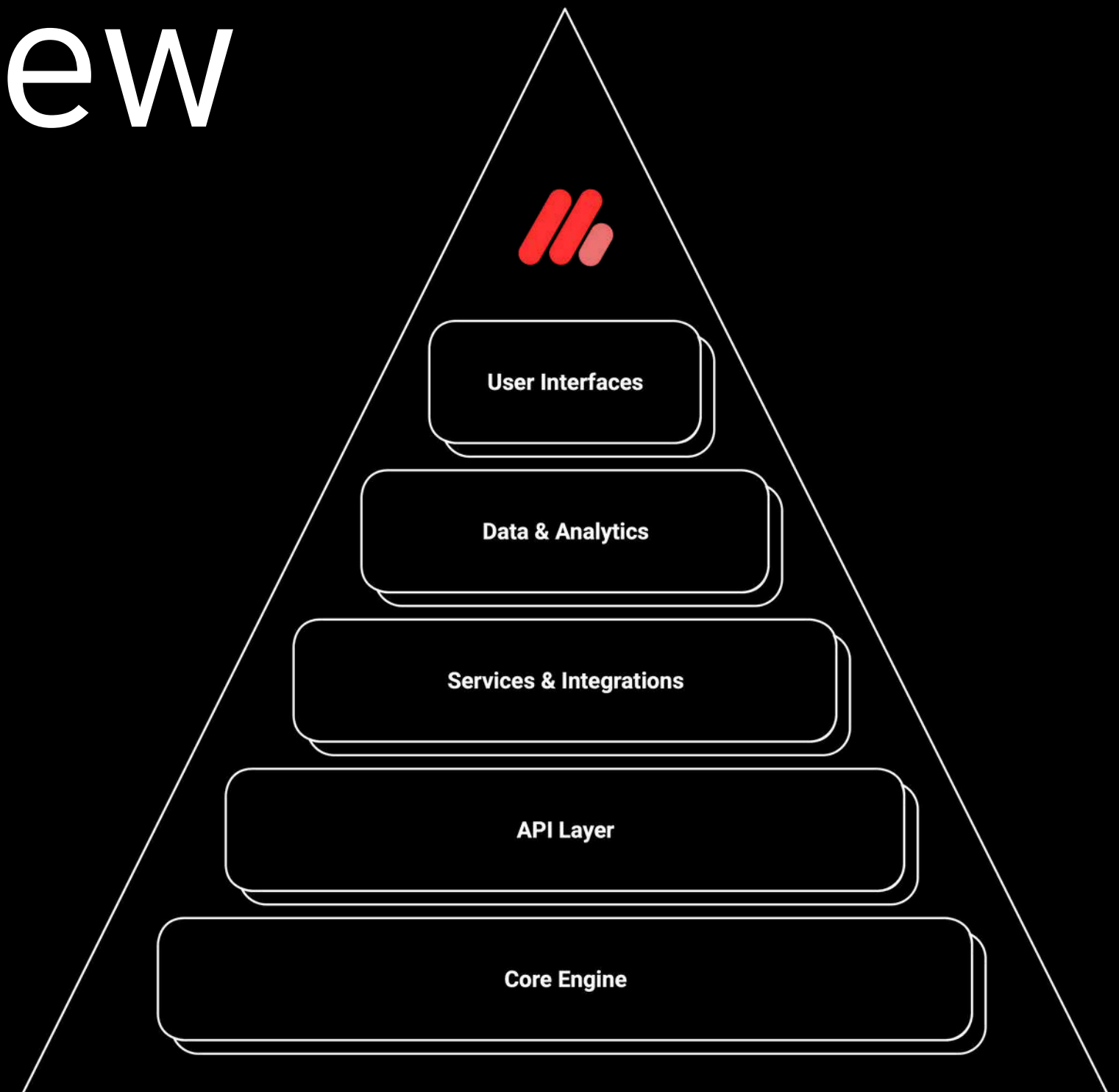
Key Functionalities

Customer and Tenant Onboarding	
Contract & Tariff Management	
Meter Reading Automation (BTU / IoT)	
Billing & Invoice Automation	
Payment & ERP Synchronization	
Disconnection / Reconnection Workflow	
Reporting & Analytics Dashboards	

Asset & Meter Management	
Mobile & Self-Service Portal	
Real-Time Notifications & Alerts	
Customer Support & Help Desk	
Regulatory Compliance & VAT	
Integration & Scalability (Dynamics, APIs)	
Data Migration & Full Auditing	

Interface Overview

- Tailored for every utility and designed to adapt to each business process unique workflows, branding, and operational needs.
- Easily configure menus, automate processes, and personalize dashboards, ensuring the interface evolves with your business.



Architecture Overview

- Enterprise-Grade Infrastructure for secure authentication, resilient hosting, and geo-replicated data storage, ensuring data protection and accessibility.
- MaxUtility adapts to operational growth and provides reliable performance for marinas of all sizes.

Integrations & DevOps

RESTful APIs and Azure DevOps pipelines



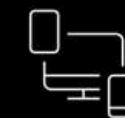
Data & Analytics

Azure SQL Database and Power BI dashboards



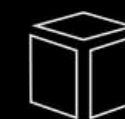
Frontend

React JS web portal and mobile app



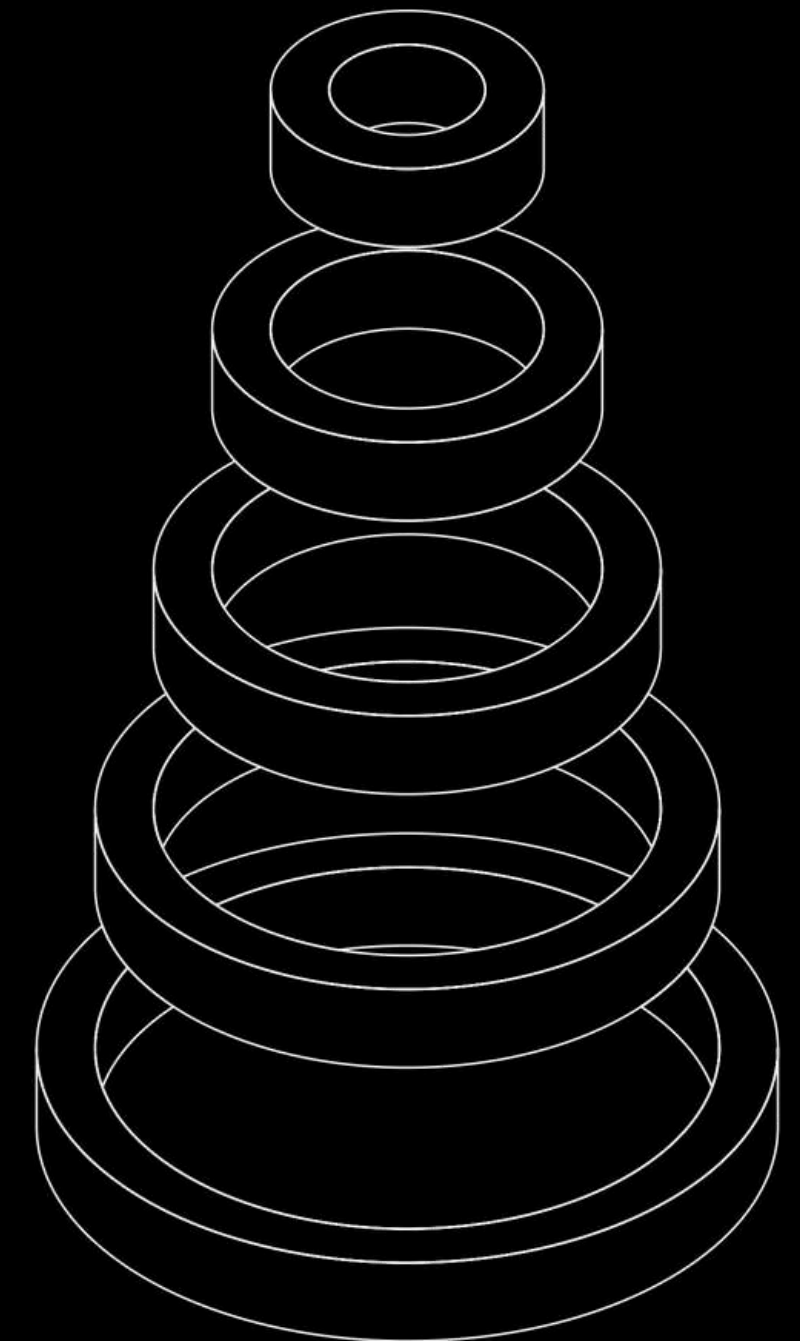
Backend

.NET Core microservices and Azure Functions



Platform & Hosting

Microsoft Dynamics 365 on Azure



End-to-End Services & Support

Dedicated Account Team	A named MaxUtility engagement manager and technical consultant to guide your rollout, adoption and ongoing success.	Continuous Feature Updates & Training	Regular platform upgrades (including berth-splitting, short-stay flows, utility-billing improvements) and on-demand training for your staff.
24x7 SLA-Driven Support & Escalations	Global, around-the-clock helpdesk with guaranteed response and resolution targets.	Help Desk Integration	Out-of-the-box connectors to feed MaxUtility ticketing into your existing ITSM or Zendesk system for unified issue tracking.
Quarterly Health Checks & Business Reviews	Scheduled executive review sessions to analyze usage metrics, identify optimization opportunities, and plan roadmap enhancements.	Automated Notifications Configuration	Pre-configured email/SMS triggers for booking updates, service-request alerts, contract expiry reminders, and NPS surveys.

Implementation Roadmap

In just 12 weeks, MaxUtility is tailored, tested, and ready for your business—ensuring a smooth transition with minimal downtime.

Go-Live & Support
Launching and providing ongoing support

4

Configuration & Integration
Setting up modules and connectors

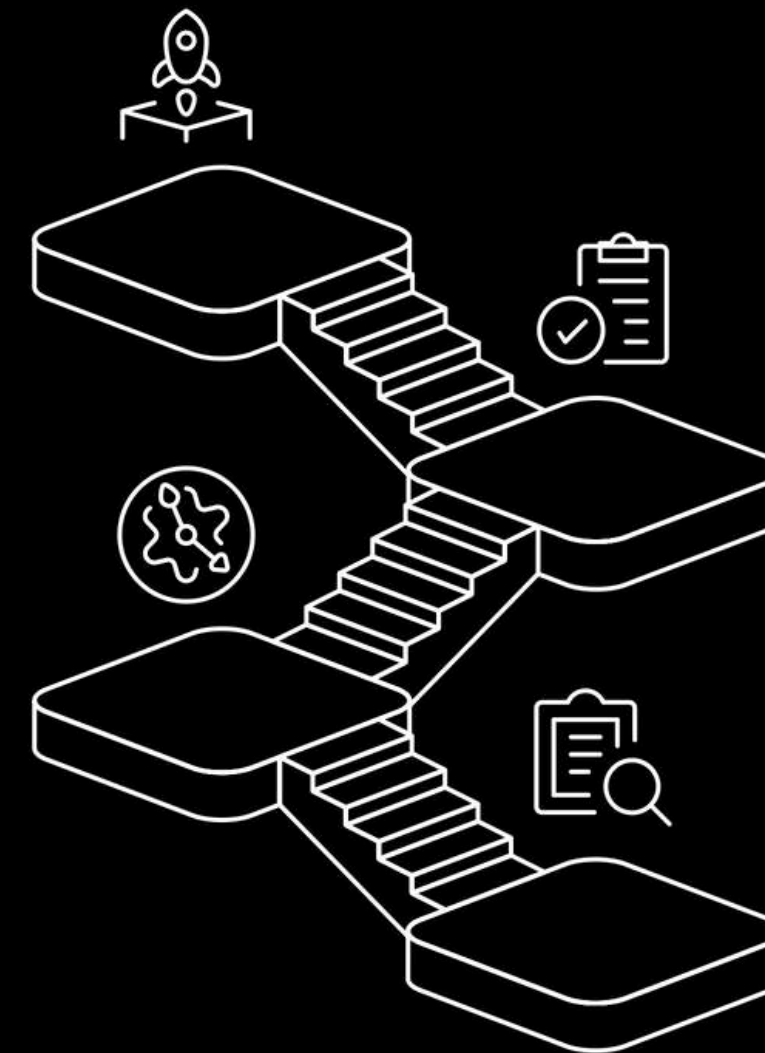
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Testing & Training
Conducting tests and training staff

3

Discovery & Scoping
Aligning on requirements and success metrics

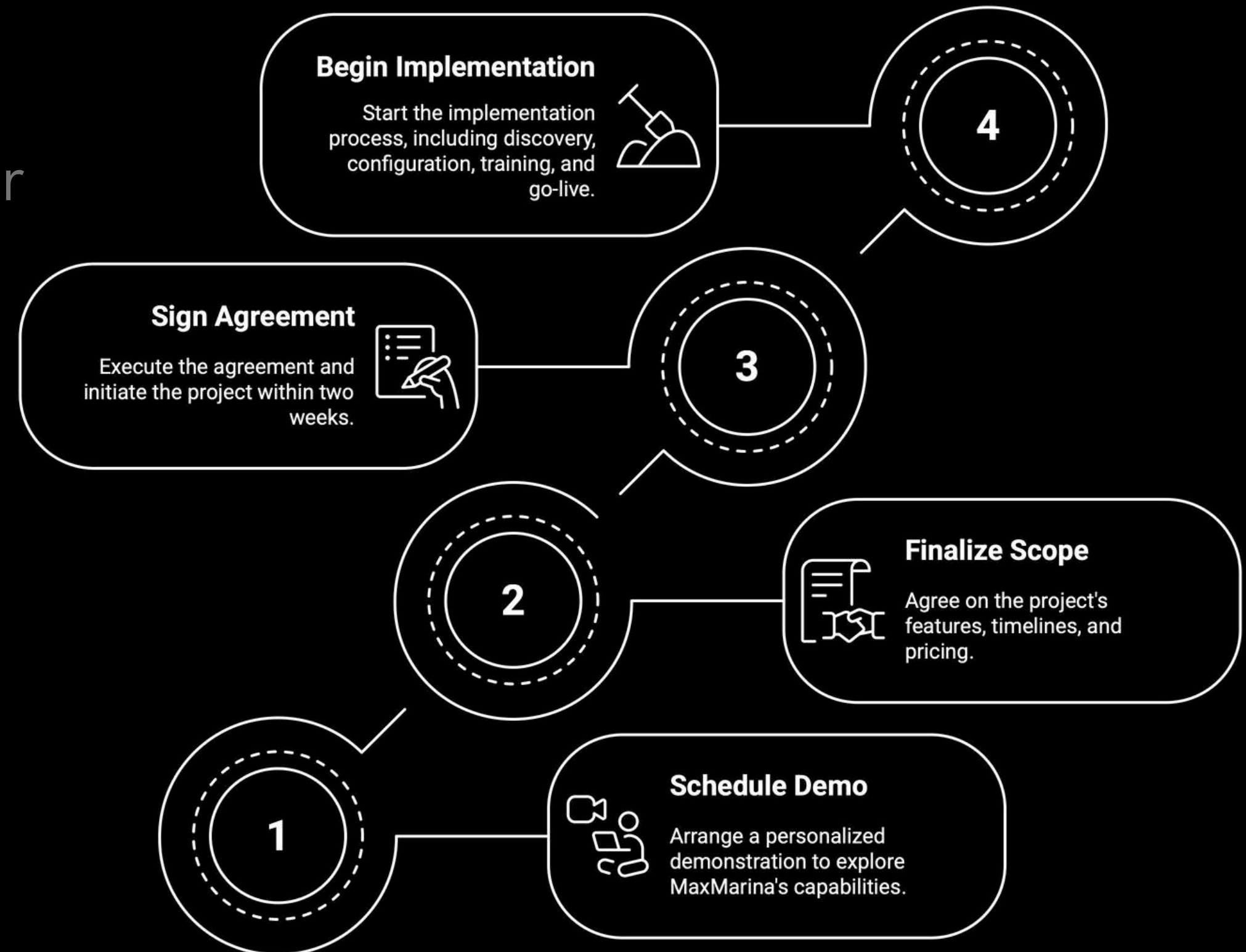
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Next Steps

Let's chart a successful course for your business together with

MaxUtility



Let's Elevate Every Process

Get in touch with our expert consultants and get started



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