

# DDM's Journey of Growth

Executive Summary  
2022





Diane de Mailly, founder and CEO of DDM Metering Systems, Inc., needed a flexible system to handle her business needs and large client base. When DDM launched in the 1990s, significant technological advances swept through the submetering industry. Today, Diane's success and peace of mind is owed to prioritizing adaptability and surrounding herself with great people.

In our current digital age, technological advancement and industry changes are inevitable. As a Utility, DDM serves many different customers and their old billing software could not handle business processes efficiently. Commercial organizations can have complex requirements, such as invoice aggregation for different locations. Further, evolving TOU (Time-of-Use) utility rates are integral

to a Utility company's operations. An outdated billing system can prevent a company from leveraging its capability to grow if time and resources are spent on resolving limitations within a legacy system.

Successfully incorporating a new software solution requires anticipating the future needs of a business. Over the years, DDM's core challenge has been engineering workable solutions to accommodate unique leasing requirements, LEED and EnergyStar certifications, and ever-changing TOU and utility rate schedules. Central to DDM operations is the software program that can handle the evolving complexity of utility billing. The vendor of a new billing system would be a long term partner that supports and adapts to your business objectives, such as growth.

Knowing that a billing system has worked with other providers in your industry provides comfort that they can handle your own needs. After reviewing several options referred through colleagues and fellow CEOs, DDM selected Omniware's Dynamics Billing, a billing and invoicing system that operates on a modern Microsoft Dynamics platform. DDM appreciated Omniware's open company culture who acknowledged they did not know everything about DDM's business. Omniware's commitment to Utilities with ongoing improvements to the software ensured future needs will be met as other business issues are uncovered.

# GROWTH

There are several benefits that Omniware's Dynamics Billing software provides, including better communication with customers, more efficient and accurate billing, customized billing parameters, and the ability to handle multiple services (water, gas, electricity) in one platform. The system is optimized to manage and update a large number of rates across different jurisdictions, as well as frequent rate changes. It accommodates business growth by reducing time to set up new sites/subdivisions by up to 90%. Moreover, Omniware has a quick migration and data validation approach to easily extract data from legacy systems. DDM's decision to partner with Omniware and implement the Dynamics Billing system provided Diane with assurance that her business needs are handled with care.



# ABOUT

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## DDM Metering Systems, Inc.

Founded in 1996, DDM Metering Systems Inc. is an award-winning, Green-Certified, woman-owned, full-service submetering firm with a national footprint. DDM is a recognized expert in Time-of-Use, over-standard, and after-hours billing and excels at creating customized and specialty reading and billing solutions for residential, commercial, mixed-use and industrial properties.



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DDM's technical team provides site evaluations, design and engineering of cutting-edge, smart submeter systems, specification and sales of equipment, technical oversight of installation and programming of remote read systems.



Omniware Solutions Inc. was founded in 2004 as a software and services company focused on meeting the complex billing and invoicing requirements of customers in a simple and intuitive way. By fostering a culture of open minds and new ideas, Omniware created a new type of billing platform to help organizations monetize an exploding number of services.



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Omniware Dynamics Billing is integrated with Microsoft Dynamics, which allows you to enhance your ERP / CRM system with powerful billing capabilities and a familiar interface.

