

Managing Multi-Supplier Energy Operations, Complex Energy Billing, and Broker Sales at Scale

As DYCE's business evolved across supplier, white-label, and broker-led energy services, the company needed a more scalable way to manage billing, customer operations, and partner relationships. With Methodia, DYCE unified these processes within a single platform, creating the operational foundation needed to support rapid growth and commercial flexibility.

Quick highlights

Unified customer operations

Bringing customer management, billing, communications, and sales processes together.

400+ brokers enabled

Connected through a dedicated Broker portal supporting the full sales cycle.

20x customer base growth

Powered by a multi-model operating platform, allowing the business to operate across supplier and white-label models.

The Challenge

DYCE's operating model brings together several layers of complexity. The company serves business energy customers, works through a large broker network, manages direct sales opportunities, and operates across both supplier and white-label arrangements.

This created a need for a platform that could support much more than standard customer management. DYCE required a system capable of handling complex billing logic, contract-based pricing, broker commissions, supplier-specific processes, industry data, customer communications, and payment workflows.

DYCE needed to manage different billing models for gas and electricity customers. The platform also had to support customer-specific pricing, consumption-based calculations, standing charges, and broker commission structures.

The business had to manage broker-led sales, and introduce direct sales channels without creating disconnected processes or separate systems for each model.

Methodia: The Solution

With Methodia, DYCE implemented an integrated utility operational suite capable of supporting supplier and white-label services, broker-led sales, direct customer acquisition, and complex billing requirements from one unified system.

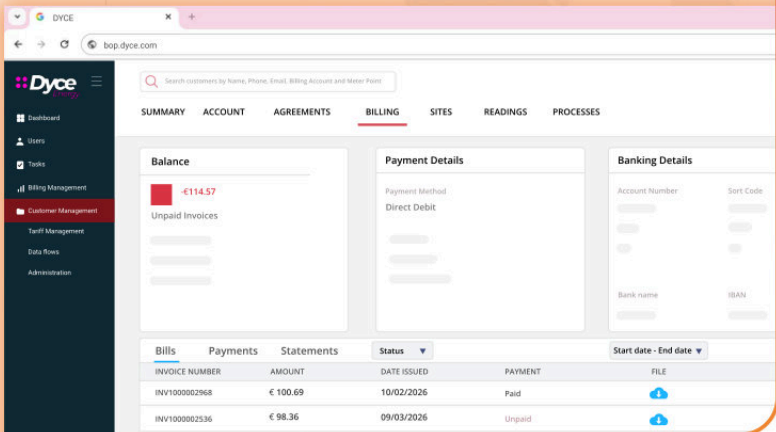
This gave the business the operational foundation needed to scale rapidly, adapt to changing market opportunities, and support long-term growth without adding operational complexity.

Advanced Energy Billing

Methodia implemented a flexible billing solution capable of supporting complex B2B gas and electricity billing scenarios.

The platform manages consumption-based billing, contract pricing, standing charges, customer-specific tariffs, and supplier-specific billing requirements.

The billing capabilities are a solid foundation for invoicing, customer service, and commercial operations, enabling DYCE to manage diverse customer portfolios through one unified system.



Multi-Supplier & White-Label Operations

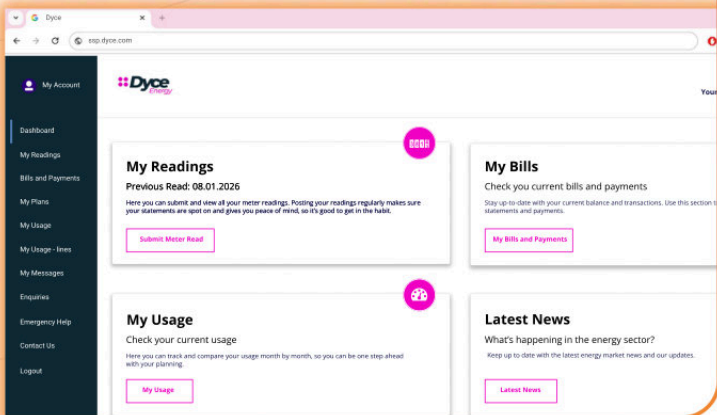
The platform enables DYCE to operate simultaneously across supplier and white-label business models while working with different suppliers and data sources. Customer onboarding, billing, customer service, contracts, and communications are managed through a single operational environment, regardless of the underlying supplier relationship.

This flexibility allows DYCE to adapt to changing supplier partnerships, diversify commercial strategies, and pursue new market opportunities without disrupting customer-facing operations.

Customer Digital Experience

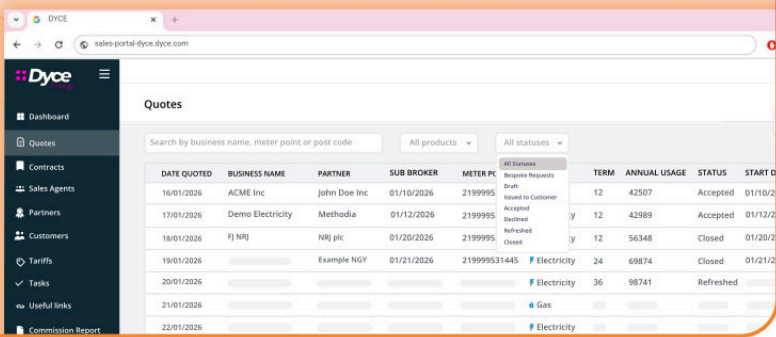
Methodia implemented a Self-Service Portal that gives customers convenient access to account information, billing details, notifications, and key account management functions.

Behind the scenes, the platform integrates with industry Data Flows, GoCardless payment processes, supplier systems, and operational data sources, helping ensure a seamless flow of information across customer, billing, payment, and service processes.



Comprehensive Broker Portal

Methodia delivered a dedicated Broker Portal that enables brokers to create offers, manage opportunities, and support the full sales lifecycle. In addition, the solution manages broker commission calculations and broker billing processes, enabling DYCE to administer commercial relationships with brokers in a structured and scalable way.



Business Impact

Today, DYCE operates a sophisticated multi-supplier energy business supporting thousands of customers. With Methodia as its operational foundation, the company continues to scale while maintaining the flexibility needed to adapt to the evolving energy markets.

- ✓ 20x customer base growth.
- ✓ 400+ Brokers managing sales through the portal seamlessly.
- ✓ Enabling operations across supplier, white-label, broker-led, and direct sales models from a single platform.
- ✓ Simplifying operations with connected customer and billing processes.



Industry

Energy supply and utilities

DYCE is a UK-based energy business operating across multiple market models, including energy supply, white-label partnerships, broker-led sales, and direct customer acquisition.