

UtilityMaster

BY WONDERKID MULTIMEDIA LIMITED

PRODUCT BRIEF
CAPABILITY OVERVIEW

EST. 2007 · NAIROBI · TRUSTED ACROSS AFRICA

The ERP Built for *African Water Utilities.*

From the first meter reading to the last journal entry, UtilityMaster runs the entire utility on a single, **mobile-first, multi-tenant platform**. Billing, revenue, production, procurement and finance — connected, audited and built to scale.

26+

WATER & SEWER
UTILITIES
SERVED

4+

COUNTRIES AND
COUNTING

485K+

WATER & SEWER
CONNECTIONS

\$50M+

UTILITY REVENUE
PROCESSED
ANNUALLY

18M+

BENEFICIARY
POPULATION
SERVED

15+

YEARS OF
UTILITY
EXPERTISE

Six reasons utilities choose us.

Not a generic ERP with a water-utility skin. Every workflow is built around how African utilities actually run.

01

360° analytical dashboards

Live, drillable dashboards across every module — collections, readings, NRW, aging and field productivity. Decisions backed by real-time data, not last month's spreadsheet.

02

12.5% less non-revenue water

Utilities on the platform cut non-revenue water by an average of 12.5% — recovering lost revenue and freeing capacity to expand their service area.

03

Meet Alpha — your AI agent

Alpha is your in-platform AI agent, delivering instant answers, guided how-tos and in-context help across every module — right where your team works.

04

Built for African water utilities

Tariff structures, zone routes, disconnection workflows and KRA/eTIMS compliance — domain-fit, not a generic ERP forced into shape.

05

End-to-end & multi-tenant SaaS

Customer to general ledger, procurement to disconnection, hardware to HR — one login. We host and maintain; you log in and run.

06

Scales with you

Start at SMP for KES 5 per account / month. Add modules as you grow and move to ERP only when you are ready — never pay for what you do not use.

Everything a utility runs on.

Each tier is additive — you keep everything from the previous package and unlock more. Start small, grow when you're ready.

SMP STANDARD MANAGEMENT PLATFORM

8 MODULES · FROM KES 5 / ACCOUNT / MO

- **Overview**
Live KPIs on collections, readings, disconnections and aging — refreshed in real time.
- **Customers**
Search any account by name, phone, connection or meter; full lifecycle in one profile.
- **Readings**
Field-captured with photo proof and GPS; verification queues catch outliers before billing.
- **Revenue**
Disconnection and reconnection workflows route through approvals; reconnects post automatically.
- **Tasks**
Configurable workflows route work with SLAs, approvals and parallel steps — fully audited.
- **Meters**
Install to disposal across smart, prepaid and mechanical meters — GPS-tagged, accuracy-tested.
- **Billing**
Tiered tariffs, meter rent, VAT and arrears; every invoice syncs to QuickBooks, eTIMS-ready.
- **Broadcasts**
Scheduled SMS for arrears, outages and notices, with approval gates and cost tracking.

EMP ENTERPRISE MANAGEMENT PLATFORM

EVERYTHING IN SMP, PLUS 6 · MOST POPULAR

- **Production**
Monitor intake, treatment, output, dosing and NRW; live plant readings feed your dashboards.
- **Surveys**
Build dynamic questionnaires, push to enumerators and watch responses land in real time.
- **Inventory**
Multi-store stock with GRN, requisitions, issuance and transfers; reorder and aging stay visible.
- **Technical**
Network operations — leaks, breaks, mains and valves — logged with location and resolution.
- **Assets**
Fixed-asset register with depreciation, transfers, maintenance logs and disposal — IFRS-friendly.
- **Maintenance**
Preventive schedules, work orders and mobile inspections for every pump, valve and vehicle.

- **Procurement**
Plan-to-pay: needs assessment, budget control, tendering, prequalification and 3-way matching.
- **Finance**
GL, AR, AP, bank reconciliation, budgets and expenses, with two-way QuickBooks Online sync.
- **People (HR)**
Records, recruitment, payroll, leave, attendance and appraisals — plus a staff self-service portal.
- **Documents**
Secure document management with role-based access, version control, approvals and OCR search.

How the packages stack

One platform, three additive tiers. Move up only when the operation calls for it — every module you already use comes with you.



CONNECTED BY DESIGN

Customer to general ledger, on one audited platform.

Because every module shares the same data, a field reading flows through verification into a bill, a receipt and a journal entry without re-keying — and Alpha can answer for any of it in plain English.

From the field to the boardroom.

All six apps speak to the same platform — turning every role in the utility into a live participant in the same source of truth.

Field staff

become live data sources, capturing readings and revenue on the move.

Customers

access utility services straight from their phone, day or night.

Executives

ask the platform anything, in plain English, and get an instant answer.

THE SIX APPS

Combo

Field staff capture meter readings and collect revenue in one app — offline-first, GPS-tagged and synced the moment they're back online.

Tasks

Every assignment, evidence upload and SLA timer travels with the crew. The office sees status updates as they happen.

Production

Plant operators log intake, treatment, dosing and output from any device. Live data lands in your operations dashboard immediately.

Survey

Enumerators run dynamic, utility-defined questionnaires in the field. Works offline, syncs when reception returns, streams to a live dashboard.

MajiSafi

Households pay bills, raise queries and track resolution from one app — M-Pesa-ready and tied straight to the utility.

Alpha

Chat with the platform in plain English. Instant insight on collections, NRW, productivity and risk — no dashboards to dig through.

READY TO SEE IT LIVE?

Let's build something *that lasts.*

We'll walk you through every module that matters to your utility — from the first meter reading to the last journal entry.

EMAIL SALES

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WHATSAPP / CALL

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ABOUT

UtilityMaster is the end-to-end utility ERP from Wonderkid Multimedia Limited — a Kenyan technology and digital transformation company building enterprise information systems, workflow platforms and citizen-engagement solutions across Africa since 2007.

EXPLORE

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[The Platform](#)
[Mobile & Apps](#)
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HEADQUARTERED IN

Nairobi, Kenya
Operating across East,
West & Southern Africa