

CASE STUDY: *JACKGREEN ENERGY*



Supporting green energy options for consumers

Jackgreen Energy is Australia's dedicated renewable energy provider. Jackgreen is the only energy retailer that has a GreenPower™ accreditation on every product it sells. Every Jackgreen customer makes a contribution by reducing carbon emissions and combating the impact of climate change. Jackgreen is a 100% Australian owned renewable energy retailer, is endorsed by Planet Ark, and offers consumers a way to reduce their impact on the environment by off-setting greenhouse gas emissions from their household energy use.

CHALLENGE

- Improve user efficiency
- Increase process efficiency
- Reduce maintenance overhead

Jackgreen entered the Australian energy market with a unique renewable energy business focussed on offering simple and cost effective ways for the average Australian household to make a difference to the environment. In addition to offering green energy options to their customers, Jackgreen also sought to improve the efficiency of their internal business processes and reduce the maintenance requirements for their internal systems to allow them to focus on serving their customers.

As part of this drive for efficiency, *Jackgreen* asked Utilisoft to propose a solution that would not only update their existing energy market connectivity to meet current regulations but also offer their business users greater ease of use and significantly reduce the maintenance overhead on their technical staff.

SOLUTION

- Utilisoft FlowTalk
- Utilisoft Gatekeeper
- Hosted environment

Utilisoft's FlowTalk provides the only off-the-shelf application for comprehensive management of data flow messages in Australia's national energy markets. Built on Microsoft's BizTalk Server and SQL Server platforms, FlowTalk includes a leading edge .Net web interface to all energy market processes and a customisable dashboard to monitor business critical market metrics such as customer churn. The FlowTalk Integration module greatly simplifies integration to existing core business systems by abstracting the complexity of market messaging into Utilisoft's simplified fXML standard and allowing for increased Business Process Automation.

GateKeeper is Utilisoft's enterprise scalable secure gateway server for exchanging, routing and managing Energy Market data flows. GateKeeper supports validation, mapping and security for all commonly used data formats and file types. All messages are logged to a secure store and critical business data is never lost.

Utilisoft hosted solutions remove the complexity of managing energy market connectivity from the customer and the Managed Services division monitor business data flow to ensure that systems are always online and available.

BENEFITS

- More productive business users
- Platform for business process automation
- Peace of mind

By engaging Utilisoft to implement, host and maintain their energy market connectivity, *Jackgreen* is able to increase the effectiveness of their business and IT staff while allowing them to spend more time focused on customer service. *Jackgreen* now has a low maintenance, fully scalable solution which will support their continued growth in the clean and green energy retail market.



"Utilisoft made the transition to the latest release a pain free operation for our team and their hosted solution has delivered increased peace of mind for our business."

Dean Schweiger, Manager IT