



Improving Customer Process Efficiency

TRUenergy is an Australian energy company supplying gas and electricity to over a million homes and businesses across Victoria, South Australia, New South Wales, the ACT and Queensland. TRUenergy Industrial and Commercial (C&I) competes in one of the World's most dynamic energy markets retailing to large commercial and industrial energy users.

CHALLENGE

- More robust market interactions
- Simplify business processes
- Improve visibility into market process

TRUenergy's objective was to implement a single system to interact with the market that conforms with market obligations, provides robust and reliable end to end transaction management for high volume transactions, and improves visibility of transaction status for tracking and monitoring through energy market transaction lifecycles.

To meet this objective, *TRUenergy* implemented a Utilisoft hosted solution to interact with the deregulated Australian National Electricity Market (NEM) using the processes and electronic data formats mandated by the market regulator.

SOLUTION

- Utilisoft FlowTalk
- Utilisoft Gatekeeper
- Fully Hosted

Built on Microsoft's BizTalk Server and SQL Server platforms, Utilisoft's FlowTalk includes a leading edge .Net web interface to all energy market processes and includes business dashboards to monitor critical market metrics and provide a visual entry point into processes that need attention. Market transactions are handled as complete end to end processes and advanced search capabilities reduce the effort and time required to satisfy customer account queries.

GateKeeper is Utilisoft's 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 Managed Services provide a hosted environment for the solution that removes the complexity of managing and maintaining energy market connectivity from the customer and also provides real time monitoring of business data to ensure that systems are always available.

BENEFITS

- Process Improvement
- Data integrity
- Staff effectiveness
- Outsourced solution

By engaging Utilisoft to implement, host and maintain their energy market connectivity, *TRUenergy* was able to quickly switch their business users over to the new fully market compliant system.

Guided by FlowTalk's dynamic user interface *TRUenergy* can proactively address energy market obligations for their multi-million dollar commercial and industrial client base.



Utilisoft has provided a cost effective, hosted solution which fulfills TRUenergy's business requirements now and into the future.