

## Case Study

# UTILISOFTCX

Client EnergyAustralia | Location Australia  
Industry Utilities |



## Enabling Rapid-Time-to-Market for New Products & Service

EnergyAustralia is an Australian electricity and gas retailer serving 2.5 million homes and businesses across Victoria, South Australia, New South Wales, the ACT and Queensland.

## Project Background

EnergyAustralia Industrial and Commercial (C&I) competes in one of the World's most dynamic energy markets retailing to large commercial and industrial energy users.

EnergyAustralia'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. Some of the business needs were:

- More Robust Market Interactions
- Simplify Business Processes
- Improve Visibility Into Market Process

## Solution

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

## Outcome

By engaging Hansen UtilisoftCX to implement, host and maintain their energy market connectivity, EnergyAustralia was able to quickly switch their business users over to the new fully market compliant system. Guided by FlowTalk's dynamic user interface EnergyAustralia can proactively address energy market obligations for their multi-million dollar commercial and industrial client base.

- Process Improvement
- Data Integrity
- Staff Effectiveness
- Outsourced Solution

## Summary

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