

keeping **u** informed

Utilisoft key stories

Scottish Power introducing DataFlow.Web

Scottish Power has implemented Utilisoft's newly launched DataFlow.WEB solution to replace the existing DataFlow Workstation software.



Ecotricity's Deployment of AFMS

Ecotricity, the world's first green electricity company, has been using Utilisoft's Automated Flow Management Solution to automate the key processes that underpin its business.



British Energy selects Utilisoft

Utilisoft is delighted to announce that it has been chosen by British Energy to provide its suite of solutions as part of a technology refresh project in its electricity retail operation.



Supporting Lowri Beck's Expansion

Lowri Beck has selected Utilisoft's Automated Meter Operations Solution (AMOPS).





John Furness
Managing Director

Introduction from John Furness

Welcome to the first Utilisoft newsletter. The past twelve months have been very exciting and busy for everyone at Utilisoft, with a host of new challenges to meet and new customers for whom we've been implementing solutions. We also changed the company name to better represent and reinforce our status as the leading supplier of software to the energy and utilities industry. We all celebrated the passing of the Formfill name into history in the appropriate way though!

Since the re-branding of the company, we have continued to grow our presence in the industry with new and innovative solutions for new markets, more information of which is available in this newsletter. We have also expanded our presence at key industry events and within groups such as the MEUC.

I hope you find the information in this newsletter of interest. If there is anything you would like to discuss in further detail, please do not hesitate to contact me.

All the best, **John**
john.furness@utilisoft.co.uk

British Energy selects Utilisoft

Utilisoft is delighted to announce that it has been chosen by British Energy to provide its suite of solutions as part of a technology refresh project in its electricity retail operation.

British Energy undertook a major tendering process to identify solutions and partners to deal with core issues around operational integrity, flexibility and capability in key business areas covering activities such as pricing, billing and settlements.

British Energy is working in collaboration with a number of its partners to deliver the project, including Utilisoft, Logica and Oracle.

British Energy has selected the full suite of Utilisoft's products including:

AFMS AVANT | DataFlow.WEB | GateKeeper | Flow Recorder

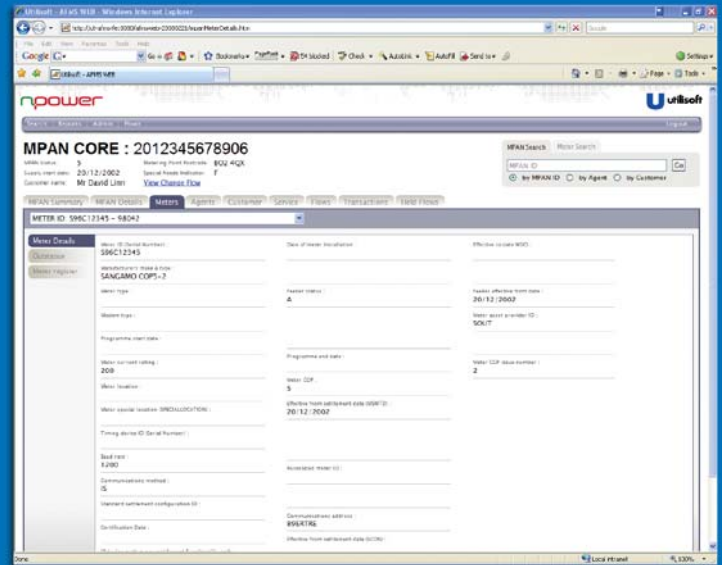
Neil Strange, Business Architect at British Energy commented: *"We have undertaken a rigorous process to identify the right solutions for our business. The selection of Utilisoft's products as an integral part of our end-to-end solution will help support our strategic aims. We are looking forward to working with Utilisoft on this challenging project."*



Introducing AFMS Avant

In other news, we are delighted to announce that the existing Automated Flow Management Solution has evolved to meet modern day requirements.

AFMS AVANT is a web-browser based interface, which replaces the existing version. AFMS AVANT includes improved functionality, such as the creation of semi-automated flows and the browser interface ensures the minimisation of training requirements to users and ensures that costs to the business are minimised.



Ecotricity selects AFMS and integrates with leading back office tools

Ecotricity, the world's first green electricity company, has been using Utilisoft's Automated Flow Management Solution to automate the key processes that underpin its business, such as customer registration, metering information and change of agents.

Ecotricity selected AFMS to replace its existing registration and data management engine 18 months ago and has seen significant improvements in its performance, with a large increase in the volume of customers – and has identified many areas of efficiency. More recently Utilisoft has integrated AFMS with Ecotricity's brand new CRM and Billing system, working closely with IBM Global Services.

"Since the implementation of AFMS we have seen a vast improvement in our dataflow and registration processing, the dataflows are processed quickly and efficiently with a minimum amount of user intervention required. All exceptions are covered either in error logs or exception dataflows which are easily accessible for the user to investigate. Utilisoft have an extremely good support network. They're always on the end of a phone to help solve any issues."

Ash Filby,
Back Office Manager,
Ecotricity



Lowri Beck

Lowri Beck has selected Utilisoft's Automated Meter Operations Solution (AMOPS) to support their market entry and ongoing operation as an accredited Meter Operator in the UK non-half hourly electricity market. AMOPS has now been selected by all of the new entrant Meter Operator's in the UK since market opening.

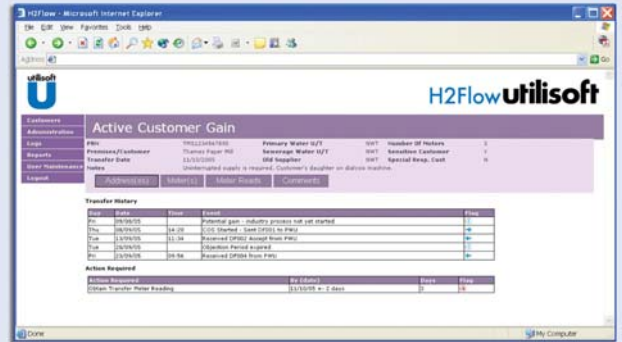
Over the last few months Utilisoft has supported Lowri Beck in its rapid expansion of the MOP business and the AMOPS solution has been performance tested for over 3 million MPANs. Bob Vernon, Managing Director of Lowri Beck, said *"We have been impressed with the Utilisoft solution and the service provided. Utilisoft is a knowledgeable technology partner and they are providing us with the confidence and technical expertise required to support our business as we continue to expand."*



Software Solution to Ease Water Worries

Utilisoft has been working closely with water industry participants to understand the demands of competition, and we have devised a browser based solution to manage the data and processes associated with competition, and to integrate with existing business systems.

Though significant changes to the existing planned processes are likely Utilisoft's H2Flow software will continue to evolve to meet requirements. The need for automated, integrated solutions for managing competition is now fully recognized, and Utilisoft's engagement with the water industry, spanning several years, has given us an understanding of the specific challenges for the water industry.



Utilisoft's value in enabling the roll out of Smart Metering

Utilisoft has published a White Paper which explores the emergence of Smart Metering in helping to support our future sustainability requirements and the enabling role Utilisoft is playing through its experience and modular software suite.

Since the emergence of new approaches to energy management, Utilisoft has been at the forefront of providing the enabling IT based solutions required by **Bglobal Plc** and a number of dedicated Metering service providers. **Bglobal** is the UK's leading Smart Metering Provider, having developed the first fully operational solution that is now servicing a rapidly growing volume of customers on behalf of energy suppliers.

Our experience shows that so far many energy suppliers have considered the IT infrastructure needed to enable Smart Energy as a 'bolt on' to their business. As the volumes grow and the millions of domestic customers also benefit from Smart Metering, then the IT will instead need to be at the heart of the business as part of an integrated, seamless customer experience. **Download the full White Paper** visit www.utilisoft.co.uk or contact simon.parker@utilisoft.co.uk



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Scottish Power Introduces DataFlow.WEB

Scottish Power Energy Networks has implemented Utilisoft's newly launched DataFlow.WEB solution to replace the existing DataFlow Workstation software.

DataFlow.WEB provides a modern web-based architecture and intuitive web browser user interface, offering significant benefits to businesses and enhanced usability for users. Since implementing DataFlow.WEB, Scottish Power has already identified a number of advantages to using it compared to the older version. *"As well as being easier to access and use, we have already identified a number of benefits over the old version of the application. Automated filtering of flows allows direct access to relevant data for users, ensuring a reduction in manual effort and the likelihood of user error. There are also a number of management reports which allows for easier data analysis, these can also be exported to Excel for further analysis."*

Ken Allan, Energy Income Manager, Scottish Power.

