

Supply Point Administration

In today's fiercely competitive, liberalised energy supply market place, the Customer Transfer process receives prominent industry focus. Significant customer churn rates demand software solutions that provide an efficient, accurate and best practice approach to this business critical activity. The latest B-Smart™ application, Supply Point Administration (SPA), is a next generation product built with the benefit of a decade of deregulation experience. B-Smart™ SPA meets the industry challenges by minimising manual involvement in the registration and withdrawal process and providing sophisticated automated recovery from GT rejections.

Configurable business intelligence allows SPA to pro-actively determine the appropriate actions for the supply point, avoiding GT rejections, reducing manual intervention and so reducing the average time taken to register new customers.

A powerful and user friendly screen environment provides the SPA user with a 'process-centric' view of business activities and so presents a common interface for working with either Transco GT sites or independent gas transporter (IGT) sites.

Integration to any supplier front line sales system is inherent in the SPA design eliminating the need to train users in multiple applications. The included 'Sales and Service' interface provides direct control over SPA activities giving a user the ability to implement automatic push button registration at the point of sale.

SPA can be implemented as a stand-alone solution or as part of a fully integrated B-Smart™ dual fuel supplier solution covering the management of Dataflow, Meter Assets, Jobs and Third Party Contracts.

B-Smart™ Supply Point Administration Testimonial

"What we were looking for was a system that would automatically manage the end to end registration process rather than focusing users on the individual tasks within it. This approach would enable us to reduce user involvement and decision making, lowering our operational costs. Cash flow would increase from a combination of greater registration success rates and a reduced average time to register. B-Smart SPA delivers the high level of automation required to achieve these aims."

[Dave Hewett, Project Manager, Powergen]

Key Business Benefits

- ❑ Fully supports Transco and IGT processing associated with customer switching.
- ❑ Greatly reduces user decision interventions by utilising active business rules processing, thereby providing accelerated throughput and increased consistency in registration processing.
- ❑ A degree of intelligent automation, including:
 - Automated IGT registration and withdrawal via the CONNECT protocol together with full support of manual IGT registration and withdrawal.
 - Automated Transco GT registration and withdrawal processes.
 - Pre-configured automatic exception handling leads to minimal manual intervention and greatly reduces the cost to serve.
 - The powerful Auto Nomination feature provides immediate customer quotes via maintenance of a current valid offer, facilitating a 'first to quote' competitive advantage coupled with valuable market intelligence
- ❑ A high degree of configurability provides a flexible application that is designed to accommodate change whilst reducing the cost of ownership.
- ❑ Provides 28 pre-configured and Generis maintained industry flows further reducing the cost of ownership.
- ❑ Supports multiple in-house shipper portfolios.
- ❑ Comprehensive process tracking allows business users to control the end-to-end process.



Key Features

- ❑ *Manage large-scale operations by utilising the efficient B-Smart™ Flow Manager transaction engine.*
- ❑ *Supports all Transco GT SPA activities including:*
 - *Above and below threshold gains*
 - *Nomination, nomination enquiry and nomination referrals*
 - *Withdrawals (including voluntary)*
 - *Auto-nominations*
 - *Supply point amendments*
 - *Emergency contact amendments*
 - *Customer name amendments*
 - *Consumer amendments*
 - *Offer revisions*
 - *Meter point address change notifications*
 - *Market sector amendments*
 - *Ratchet notifications*
 - *Notification of expired meter points*
 - *Notification of duplicate meter points*
 - *Re-confirmation*
 - *Site aggregation/de-aggregation*
 - *Meter reading frequency amendments*
- ❑ *Supports IGT SPA activities.*
 - *Gains*
 - *Withdrawals (including voluntary)*
 - *New Connections*
 - *Fast track spreadsheet like screens for high volume manual IGT activity*
- ❑ *Configurable automatic rejection resolution.*
- ❑ *'Sales and Service' interface to control SPA functions from another supplier system.*
- ❑ *Withdrawal objection interface to external supplier systems to automatically object to a withdrawal when the supplier system identifies justifiable grounds.*
- ❑ *Automatic tracking of missing flows.*
- ❑ *Extensive reporting including:*
 - *Missing flows*
 - *SPA process performance*
 - *Data validation exceptions*
- ❑ *Supports multiple in-house shippers within one instance of the application and database.*

B-Smart™ Suite Overview -The Dual Fuel Solution

The B-Smart™ suite delivers a comprehensive set of high performance, business rules driven applications to serve the needs of the energy industry. All B-Smart™ applications are built upon the same highly configurable B-Smart™ core architecture that provides them with the flexibility, scalability, reliability and traceability inherent in the core architecture. B-Smart™ applications enable the energy industry to manage their business critical functions effectively whilst benefiting from significant operational cost savings associated with a fully integrated solution.



B-Smart™ Testimonial

"We chose B-Smart due to its innovative design and highly configurable flow engine. As part of a thorough product evaluation during which time B-Smart was successfully implemented at our Powergen premises, we were able to see first hand the power and flexibility of this product. The speed with which the system can be configured gives us great confidence that this is the right product for Powergen in the deregulating gas and electricity meter market."

[Don Leiper - UK IT Director, Powergen]



Atlantic House
Atlas Business Park
Simonsway
Manchester M22 5PR
United Kingdom

Contact Dave Burgess (Business Development Director)
Tel +44 (0)870 428 4800
Fax +44 (0)870 428 4801
Email generis@generis.co.uk
Web www.generis.co.uk