

# Business Readiness for Sustainable Growth

The GB energy retail market is extremely complex and competitive, with wide ranging obligations and high levels of change.

Whilst the market change, complexity and competitiveness presents challenges, the competitive nature of the market offers opportunities for newer energy suppliers to grow their businesses by acquiring and retaining more customers.

Ensuring your business is ready for customer growth, and that your processes and systems are robust and scalable, is paramount to achieving sustainable growth and ultimately business success.

**We have a deep understanding of the energy sector** that allows us to provide business readiness services to energy supply businesses in GB, to support customer growth and ensure that this growth is sustainable.

**We have a proven delivery track record** in helping energy suppliers to operate efficiently and profitably in the market place, through our consultancy services and software solutions.

**Ensuring your processes and systems are robust and ready for customer growth is challenging and complex.** We can help you deliver business readiness, we can:

- Assess existing processes and systems to determine if your business is operating efficiently and effectively and is ready for growth.
- Identify the necessary changes to deliver the required scalability and robustness.
- Provide advice on how to deliver the necessary change to ensure business readiness for sustained customer growth.
- Provide operational, programme or project management support in delivering these changes.
- Provide business process design/re-engineering support including testing and assurance.
- Support with end-to-end system implementation including requirements gathering, specifications development, design and build, testing and implementation.
- Provide assurance that the necessary governance, regulatory compliance, reporting and data management processes and policies are in place to support sustainable customer growth.
- Support through our Revenue and Margin Assurance service that allows you to produce comprehensive portfolio level Management Information reports covering gross margins, costs and unbilled accounts, to inform your growth strategy. The service also minimises your billing to settlement gap, producing a monthly saving in £'s.
- Support through our E+ product which addresses electricity Settlement data mismatches (D0095s) in the non-half hourly market, identifying the cause of data mismatches and recommending corrective actions, to ensure that your data is clean before you scale.

**Our consultants are industry experts who have worked for many GB energy suppliers** in strategic, operational and project roles during significant periods of industry and business change.