

NEW BUSINESS INTELLIGENCE SOLUTION POWERS TEAM'S UTILITY BILL RECOVERY PERFORMANCE

Submitted by: Team Energy

Thursday, 22 February 2018

A new management information system has gone live at TEAM Energy.

An innovative Bureau Service Management Information (BSMI) solution has been implemented at TEAM to help the management team use data and knowledge to drive performance, quality and enable smarter business decisions to be made quicker.

The solution was delivered by creating a dedicated management Information database and the implementation of a third-party enterprise class, industry leading Business Intelligence tool - Qlik Sense. Qlik Sense was determined as the preferred solution following a rigorous software vendor search, selection and evaluation process.

Greg Armstrong, Change Manager at TEAM said "The ability to recognise and measure both workloads and quality really is critical to the provision of a good service. Without this information the business is also both unable to recognise the impact of changes that are performed or provide customers with a comprehensive summary regarding the services to which they are subscribed. The establishment and implementation of a reliable and flexible system, capable of providing visibility at both high and low-levels, was therefore deemed critical to the management, measuring and identification/recognition of areas of potential improvement for our services."

With smart search and dynamic features, the tool offers improved reporting, dashboards and KPI reports making it easier for users to compile insights more efficiently, drill down and unify disparate data and create interactive visualisations.

TEAM's Head of Operations Tim Holman said: "These improvements have enabled the bureau service team to build a centralised management information database with data storytelling features which facilitate the communication of Bureau KPI performance to our customers. The information will be used to drive up our utility bill recovery success rates."

The BSMI framework is also used to run Database Quality Healthchecks and set data quality KPIs enabling the bureau team to recognise potential data quality issues earlier and resolve them sooner.

This is the first of several significant changes planned for TEAM and our bureau service since EDW Technology acquired TEAM in July 2017.

Graham Paul, Service Delivery Director at TEAM said "One of EDW technology's objectives is to help TEAM become a class-leading outsourced bureau provider delivering the maximum possible savings for our customers. This investment shows our commitment to achieve this."

The implementation of BSMI solution is the first project to be delivered within the planned development roadmap set out at TEAM's User Group Conference in November 2017. Further enhancements are due in April 2018 with the release of a major upgrade to the Sigma energy management software

(<https://www.teamenergy.com/services/energy-management-software/>) – Sigma 10.

ENDS

Notes to Editors:

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About TEAM

TEAM is a leading supplier of carbon and energy management solutions. We specialise in energy management software, energy bureau services and energy consultancy.

Our customers come from the private sectors including retail, transport and banking, and public sectors such as education, government, NHS and the emergency services. Public sector organisations can also benefit from TEAM's services under various pre-tendered government frameworks.

www.teamenergy.com/about-team/

About EDW Technology

EDW Technology has an extensive history of developing, implementing and supporting best-in-class retail electricity supply software solutions. With proven systems to support B2B electricity suppliers in the GB market, EDW Technology has implemented solutions for energy retail start-ups as well as system replacements for more mature suppliers.

www.edwt.org/about-us

About Qlik

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