

### Trysoft supports business improvements in Australia's leading energy providers

#### Background

The deregulation of the National Electricity Market (NEM) has opened up opportunities and challenges for energy companies throughout the world. By introducing competition into the market, commercial and residential consumers now have the power to choose between energy suppliers.

Providers must improve customer care and develop value added services if they are to maintain a competitive advantage.

#### Comprehensive Solutions and Services

Trysoft delivers a comprehensive range of solutions and services to clients in the energy and utilities sector including:

- Strategic planning and consulting,
- Project management,
- Diagnostics,
- Applications development,
- Database management,
- Complex billing and service management,
- Electronic and web enabled billing solutions, and;
- Value added billing solutions.

Our technical capabilities include:

- Microsoft .NET,
- J2EE,
- Powerbuilder,
- Delphi,
- Oracle,
- Sybase, and;
- Open Source (as both a user and contributor to the Open Source community).

In conjunction with our software product development division, we deliver new applications that deliver greater efficiency and effectiveness to support the ongoing need for organisational improvement. These applications include:

#### Bureau Billing Services

- Generates bill lines based on customer, contract, charges and meter data,
- Supports interval and aggregated meter data,
- Provides aggregated views of consumption data in both graphical and data table format e.g. total consumption by billing period, date range and time of day range,
- Exports bill lines in CSV for invoice preparation and delivery in existing ERP systems,
- Versioning for past bill reproduction,
- Forwarding customer bills electronically, and;
- Scenario planning, "what if" analysis and profile shaping information collection.

#### Network Management Dispute Reconciliation System

- Reconciling Network Service provider Invoices against Retail data,
- Generating, handling and tracking the progress of disputes,
- Generating payment requests and remittance advice files, and;
- Reporting.

#### Our Approach

We specialise in delivering cost-effective, low risk and flexible solutions and services to support clients in achieving their business goals.

By adopting a solutions-oriented approach to adding value and innovation to our clients businesses, we help our clients save time, make the most of their legacy investments, employees and resources, reduce the risks often associated with new technologies and boost their bottom line.

Trysoft works in partnership with clients to develop and support mission critical systems.

The process we adopt when engaging with clients is to:

- Consult with key stakeholders to identify the business requirements for the project,
- Suggest a number of alternative solutions at a functional level, where possible,
- Allow the key stakeholders to select their preferred solution after factoring in any constraints that may exist on the project e.g. budgetary, resource or delivery schedule,
- Provide a detailed technical design for the chosen solution,
- Create a project plan that includes a number of milestones and interim deliverables that enable the key stakeholders to track the progress of the solution as it is being developed,
- Build the solution based on the original requirements and any variations to the scope that may have been requested and agreed.

#### Our Experience

Trysoft has been developing, implementing and supporting successful billing applications for major electricity retailers since 1996. Our team of energy experts worked with the head contractors who designed and implemented the systems NEMMCO use to run the deregulated electricity market.

Our team has also worked on a broad range of application development and support projects with many of Australia's leading energy providers including *Energex*, *EnergyAustralia*, *Integral Energy* and *Ergon Energy*.

We understand how complex and intelligent clients' IT solutions must be to perform:

- Quotations,
- Complex and special billing,
- Electronic billing, payments and automated collections,
- Contracts and tariffs management,
- Meter data management,
- Forecasting and settlements,
- Demand aggregation, and;
- Integration with trading, forecasting, registration and CRM systems.

### ***One of Australia's Leading Energy Companies***

Our client required a means of simplifying and managing their extensive communication network due to the existing system being deficient in three main areas:

- Functionality,
- Performance, and;
- Maintainability.

Trysoft's team of energy specialists developed and implemented a database application that records the type and location of all communication assets on the network including; SCADA, alarms, high voltage protection, voice, data and control.

Extensive reporting and circuit tracing functionality is also provided by the application.

On-going support and enhancements have also been provided to the client.

The benefits to our client have resulted in a more reliable electricity network due to fewer outages and less duration of the outages that do occur and the ability to track costs for each circuit in the communication network.

### ***A Leading Gas and Electricity Supplier***

Trysoft is now in its sixth consecutive year of contracted services to one of Australia's leading gas and electricity suppliers. Under the contract Trysoft provides applications development, maintenance and support.

In addition to contracted services, Trysoft provides customised niche software development services such as complex applications for gas and electricity business-to-business reconciliation systems, complex billing systems and customer management systems.

Modifications to existing billing and quoting systems have also been successfully completed, including the creation of:

- An application to import customer data from the SAP system into the CRM system,
- A new application to manage the settlement of network invoices and automate the handling of disputed charges,
- A new application to assist in reconciling the Gas

- Network charges levied by Gas Network operators,
- Upgrades to meet new compliancy requirements, and;
- A new matrix to streamline quoting for commercial and industrial customers.

### ***Another Large Energy Company***

This state owned energy company appointed Trysoft in 2001 to review its energy billing system to assess the system's capability for managing a significant increase in customer numbers as a result of the introduction of Full Retail Contestability from 1<sup>st</sup> January 2002.

Since then our team of energy specialists have provided support services to the client as well as introducing a number of significant enhancements to the billing system including:

- Services to analyse the load variation monitoring, reporting and notification capabilities of the system,
- Services for analysis, scoping and determining the modifications required to the applications to make regulatory changes and create a "green power" product for large business customers, and;
- Enhancements to applications in the areas of NSW Greenhouse Gas Abatement Certificate (NGACS), Mandatory Renewable Energy Target charges (MRET) and network tariff calculations.

As a result of these enhancements, our client reported an increase in billing accuracy, increased levels of customer satisfaction, a reduction in the number of staff involved in the reconciliation of bills and a reduction in the number of customers being re-billed.

### ***About Trysoft Technologies***

Trysoft Technologies is a wholly owned subsidiary of Raw Capital Partners Limited, a company listed on the Australian Stock Exchange (ASX:RCA) that provides specialist billing solutions and outsourced information technology services to Telecommunications companies, Energy providers and Government agencies.

Trysoft is fully committed to providing the highest quality products and services and is ISO 9001:2000 accredited.

The company services some of Australia's largest telecommunications and utility providers as well as maintaining and servicing mission-critical government software installations.

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