

Billing Software for Energy Management

The client provides billing and customer experience platforms to multiple industries including energy, retail and insurance. The client had a different codebase across multiple clients. This led to them spending lots of effort and time on-boarding new clients and adding new or customized features for existing clients.

OFS applied its product engineering experience and developed base framework or codebase for effective reusability. Also provided maintenance and enhancement support for assimilating complex business rules of a deregulated energy industry spanning many utilities and states.

Business Impact:

- Reduced new energy buyer on-boarding time by 75%, generating \$250M in savings per buyer
- Reduced energy supplier implementation timelines by 66%, saving \$250M per supplier



Key Highlights

- Robust and scalable solution integrated with over 120 electric and gas utilities
- Modern, intuitive, and mobile-enabled user interfaces for easier billing, payment, and customer support
- OFS team ramped up to a team size of 40 resources across different assignments in 3 years
- Developed base framework and codebase for effective reusability
- Effectively managed complex release procedures and different release timelines for each client
- Built multiple productivity tools for code reviews and code metrics reviews
- Developed testing approach and test harnesses that reduced unit testing from 24 hours to just over 3 hours

Technologies

- ASP, ASP.NET, SQL Server, JavaScript, jQuery, BIZtalk, etc