



r:energy

Customer-centric systems for the energy market

redfish

**Innovative and intuitive software
and management solutions**

We listen. We challenge. We deliver.

Innovative software solutions; enhancing business performance

At Redfish, our mission is to provide innovative software solutions that support a customer's business objectives, improve communications, and remain flexible as a business grows. Our clients need meaningful information at their fingertips so they can manage their cash flow, spot trends, mitigate risks, and improve efficiency. And over the many years that we've been designing software, not only have we made that our mission... we've achieved it too.

We listen. We challenge. We deliver.

Our enviable reputation for creating industry-specific systems has been hard earned, but it's been worth every grey hair. We've designed software for businesses across many industries, but we know that no one size fits all. So we ensure each new solution is designed by experts who have worked in a sector and understand the challenges a business faces in that sector.

Switching from an existing system, whether it's paper-based or electronic, can be a daunting prospect. However at Redfish, we support each customer every step of the way to ensure their operation enjoys a smooth transition with minimum disruption. We provide initial training and guidance, backed by full help desk support. And this is then followed up with on-going biannual upgrades, further user training, and continuous client account management. Be assured, you are never in this alone.



Solutions for the energy industry

The energy industry is fiercely competitive and highly regulated. Only businesses with a creative approach, outstanding customer service, and stamina survive. So how you interact and communicate with your customer base can make the difference between success and... well, we won't mention that bit.

At Redfish, we've been providing bespoke, tailored business management software to the energy industry for many years. Our solutions are designed by experts in the sector who understand how small USPs can have a huge impact. Simple sign up. Easy, fast switching. Accurate data collection. An intuitive user interface. All these factors will support the inspired pricing structures you create... and help your energy business flourish.

For ambitious energy businesses seeking an innovative approach, we at Redfish understand exactly how you need to connect with your market. By providing you with a fully supported, flexible, customer-oriented, scalable system that will grow as you grow, you can concentrate on rocketing your business up to the next level.

Are you keen to see your business fly?
Read on.



At a glance

Our cloud-based energy management software:

- Is designed by energy sector experts
- Is fully configurable, flexible and scalable
- Has customer facing communication at its core
- Offers complete process management from start to finish
- Is innovative but intuitive to use.

Key Features:

- Powerful quote engine
- Flexible tariff management
- Intuitive on-boarding
- Effective supply verification
- Configurable fast switching
- Comprehensive financial control.

“We are delighted to be in partnership with Redfish to provide our energy CRM system. Redfish offers a service which is honest and flexible with a product which understands the energy market and allows us to support our ambitious business development plans. We look forward to continue innovating with Redfish in the future.”

Robert Page, Utility Point.

Give us a call on 01536 527150 for a demo

Powerful Quote Engine & On-boarding

Quote engine

Powerful quote engine providing industry required information in a meaningful, engaging way, with cross-selling opportunities when available.

Tariff management

Flexible, configurable tariff management facilitating engaging quote creation and increasing potential for customer retention.

Automated start letter

System produced start letter reducing manual input whilst ensuring customer service remains outstanding.

Supply verification

Automated address matching and verification of bank details etc. facilitating high quality data collection for faster switching.

Configurable switching

Easy-to-trigger switching process ensuring faster response times whilst gathering high quality information, tailored to your business processes.

Intuitive customer sign-up

Very simple-to-use customer sign up process ensuring the quality of data collected is high whilst keeping the customer engaged.

Objection management

Comment overview and tracking of objections, e.g. those triggered by a direct debit review.

Full change of tenancy management

Automated checking process for change of tenancy tallying the customer exchange details.



Customer Relationship Management

Configurable communication setup

Facility to automate and control the creation of both paper-based and electronic welcome packs, and other customer specific communications e.g. meter reading requests etc.

Automated price change communications

Automated price change updates issued electronically or via direct mail, as required. Saving your business time and manpower.

Meter readings and verification

Validation and sensibleness checking on customer submitted meter readings, verifying and confirming readings back to the customer automatically.

Customised letters, bill layouts and emails

Configurable bill layouts, electronic communications, and headed letters, ensuring brand messaging remains professional and consistent.

Fixed term contract renewals

Automated contract renewal reminders sent either electronically or via direct mail, as required, facilitating increased customer retention.

Automated management of customers

Ensuring industry standards and regulatory requirements are met and facilitating an engaging customer experience.

Customer interaction comments

Scripting facility to support customer contact responses, including comment harvesting and analysis.



Billing Engine & Financial Control

Credit control

Fully automated billing engine facilitating accurate, timely customer invoicing, payment checking, and cash flow monitoring. Paper-based or electronic invoices sent as required.

Automated direct debit against usage review

Automated usage against payment review, and automatic adjustment to direct debit payments when required.

Debt management

Real-time payment monitoring and debt management, ensuring outstanding payments are kept to a minimum and managed in a timely fashion.

Interface to external direct debit systems and bureaus

Configurable interface/API for external direct debit systems and bureaus, ensuring easy setup and ongoing management.

“As a relatively small energy supplier, our company built a team that had previous experience in FinTech. With prior knowledge in change and technology transformation, we had a clear understanding of the right technology and solution provider to support our customer engagement, journey and growth plans.

More importantly, in a highly regulated industry with strict compliance obligations, Redfish Systems have underpinned us as an energy retailer in treating our customers fairly and responsibly.”

Ken Bastian, Foxglove Energy.



Reporting

Fully configurable reporting

Highly flexible reporting system that facilitates configuration of a multitude of management reports, providing real-time, up-to-the minute information with just a click.

Change of Tenancy reporting

Full overview and management reporting of Change of Tenancy status accounts, ensuring best practice performance and that industry regulatory requirements are met.

OFGEM reporting

Fully configurable reporting capability to ensure mandatory OFGEM reporting is accurate and produced on time.

Flexible financial reporting

Fully configurable financial reporting, including reports such as income forecasting, facilitating swift decision making and best practice business management.



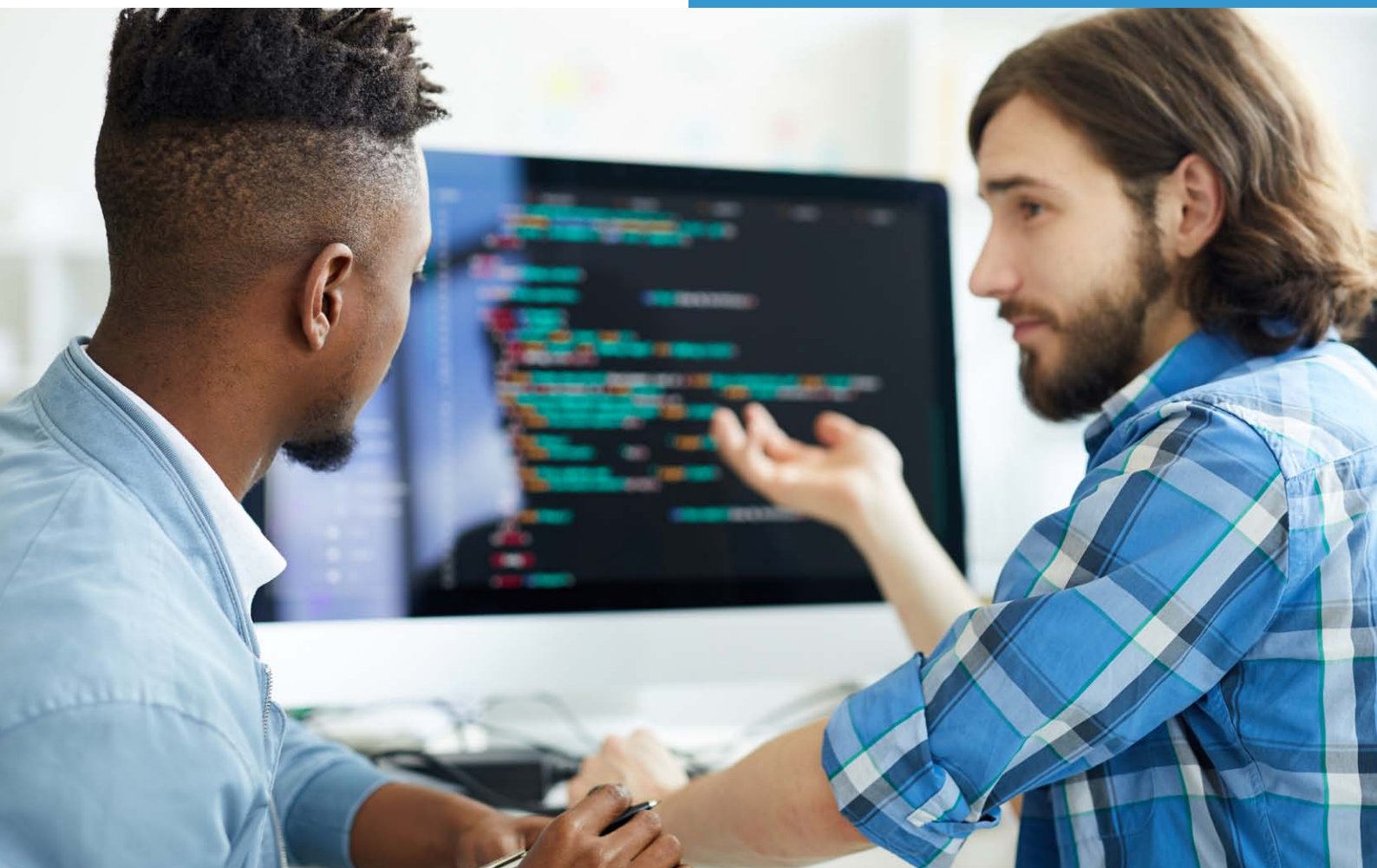
Next Steps

We'll help you every step of the way

In a busy, competitive industry, switching from an existing system can be a daunting prospect. However at Redfish, we support each customer every step of the way to ensure their energy business enjoys a smooth transition with minimum disruption.

We can provide...

Initial training and guidance, backed by full help desk support. And this is then followed up with on-going biannual upgrades, further user training, and continuous client account management. Be assured, you are never in this alone.



To find out more...

About how our energy management software can improve customer acquisition, customer service, and customer retention...

Please give us a call on 01536 527150 or email enquiry@redfishuk.com

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