

**correla**

**powering change**





**Powering change**

## Meet Correla

**Powering change is the big idea that underpins our mission to transform the energy market into a simpler, greener place to be. We are enabling innovation and transforming how organisations use data to inform decision making.**

We help customers navigate the complexities of the energy market. Our solutions enable innovation, allowing all participants to become more agile, find cost efficiencies and improve the perceptions and relationships with end users.

We do this through our fully adaptable SaaS products, comprehensive managed services and unrivalled energy industry knowledge. Our combination of technology, people and process is **powering change**, allowing us to deliver solutions for customers where data drives decisions.



# Shaping the future



## Why we're here

We help customers **navigate the complexities** of the energy market, accelerating industry **innovation** and the way forward to a net-zero future.

Interacting with any of Correla's SaaS products or managed service solutions is an exciting opportunity to optimise investment, support industry transformation and maximise impact to the end-consumer.

We bring a wealth of knowledge, expertise and proven technology to the whole energy market and in the future, our plan is to expand in to sectors where our products can bring similar benefits.

We manage critical services, business systems and build products for businesses where data is an essential operational component.

We are committed to a net zero future as we continue to invest in the development or acquisition of technologies that will power change and benefit participants at both ends of the energy sector and wider markets.



**500+**  
employees and growing



**130+**  
organisations make better decisions through our software and services



**99.95%**  
of customer queries, incidents, and service requests were right first time on response



## Responding to change

# Our products enable organisations to meet industry requirements and keep up with the rapid pace of change

Organisations are under more pressure than ever to respond swiftly to change, whether that's reporting on decarbonisation targets enabling faster customer switching, supporting smart meter rollout or meeting regulatory requirements.

### Wer're supporting customers with:



Meeting net zero obligations by 2050



Smart meter roll out



Evolving industry body obligations

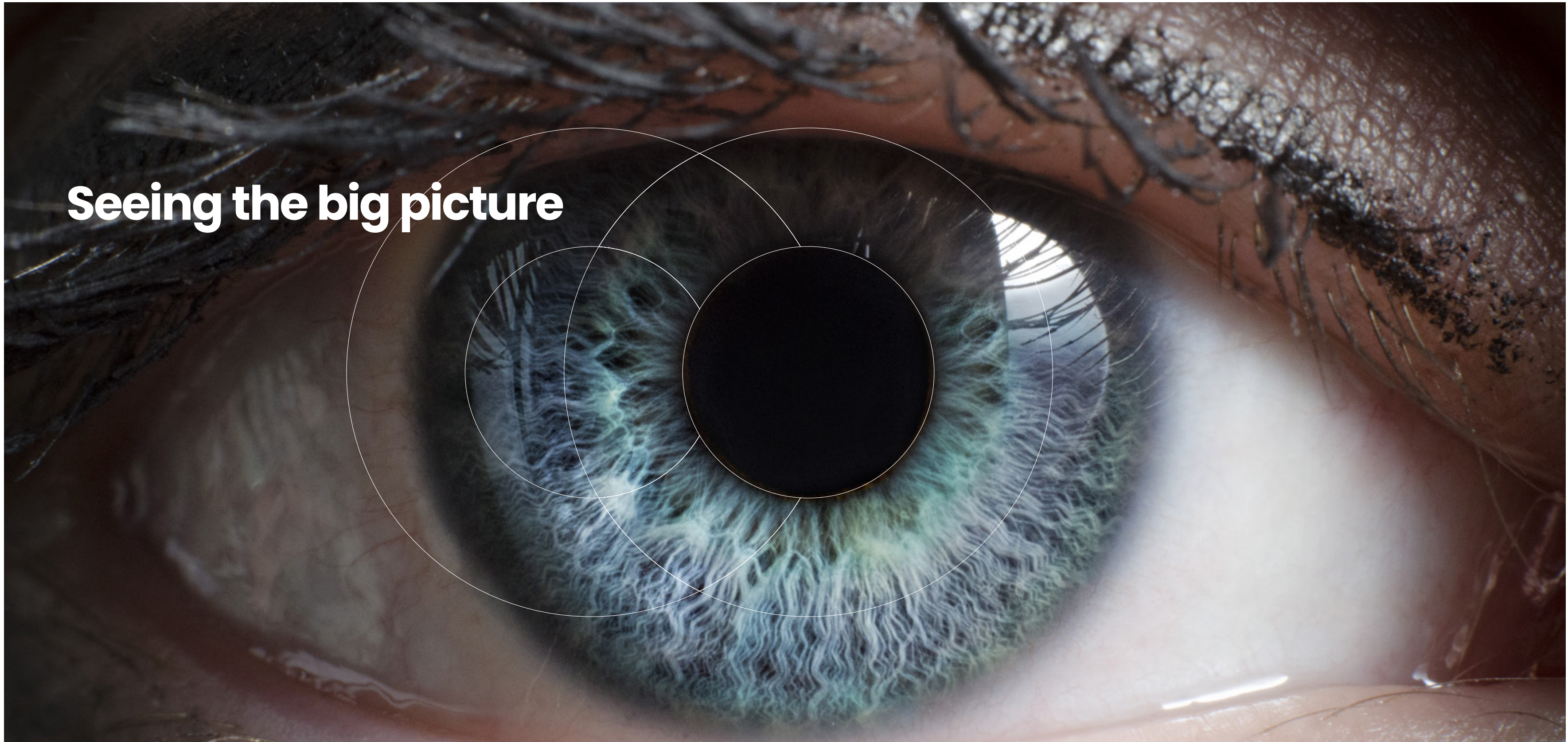


Drive for renewable energy sources



Energy code evolution

**Seeing the big picture**





## Our approach

We are the energy sector's go-to partner to overcome complex data challenges and

**power industry  
advancement**



### Software as a Service

We build subscription software products, tailored to the needs of customers, that unlock the true value of data and remove friction.



### Managed Services

We are one of the largest providers of outsourced services in the energy market, trusted to run many of the energy industry's mission-critical processes.



There has never been so much data available from so many sources. It should provide the insight necessary to improve customer experience, make confident commercial decisions, enhance competitiveness and, ultimately, benefit the end consumer. However, that is simply not the case for many businesses.

Having access to large volumes of data is one thing. Having the means or system infrastructure to assimilate that data into something meaningful, is something very different.

At Correla, we know your pain when it comes to the complexity of the energy market and how overwhelming it can be. Changing that is a core part of why we do what we do.

We always see the big picture, working with you to understand your challenges before deploying the right products and services for your requirements. We support some of the biggest names in the industry through our innovative SaaS products and expertise in managing business services and relationships.

A woman with short hair, wearing glasses and a black blazer, stands in a modern office meeting room. She is pointing her right hand upwards and to the left, looking in that direction with a focused expression. In the background, three other people are seated around a light-colored wooden conference table. A laptop is open on the table in front of her. The room has large windows and a contemporary design. The text "Navigate complexity" is overlaid on the left side of the image.

**Navigate complexity**

Our products make the energy market a **more accessible** place where **opportunities** can be realised and goals reached.



**160m**  
meter reads per month



**25m**  
meter points managed



**1m**  
jobs booked digitally



**£2.5m**  
smart meter installs processed



**250K**  
customer requests handled via app

## Software as a Service

We are a technology company first, building adaptable platforms that can react to the needs of participants across the energy market. We have heavily invested in the development of SaaS technologies that allow businesses to find cost efficiencies and enable more agile, strategic decision making.

Our expertise allows us to identify challenges and where the right tech can help. Our SaaS solutions have already made a massive difference; navigating complexity, providing access to otherwise obscure data, translating and presenting multiple sources into one intuitive environment. But there are many more benefits our tech can bring.

**Our core platforms and products are categorised with three user objectives in mind:**

### Decide, Connect and Engage



Our **Decide** suite is designed to help you make sense of your data, to make timely and accurate strategic decisions.



**Connect** products link you with the rest of the industry, securely and quickly moving your data to wherever it needs to go.



Our **Engage** solutions enable human interaction with energy market data, allowing you to interrogate, cleanse, and resolve data queries between bilateral parties.





## Managed Services

**We are one of the largest providers of outsourced services to the energy market. Acting under the strictest SLAs, we are trusted to deliver exceptional customer experiences that achieve outstanding results.**

With a proven track record for radically improving customer experience and satisfaction, we offer a comprehensive range of managed services.

With support for both external and internal operations, we free up valuable resource within your business, allowing you to focus on innovation and delivery.

We work in partnership, as a valuable extension to your in-house team or a complete outsourced solution to run reliable, mission critical systems and services.

### Each year we support:

🔗 **Over 1.4 billion**  
meter reads

🔗 **£4 billion +**  
in invoices for customers

🔗 **1 million**  
changes to meter details

🔗 **3 million**  
customer switches

🔗 **60k +**  
active system end-users

🔗 **100k**  
capacity for switches  
per day

## Our customers

# The insights our solutions provide are shaping decision making and streamlining business operations.

Our customers approach us with a wide range of challenges and no two problems are the same. We commit to understanding your individual needs before making recommendations for the most appropriate solutions. Customers recognise the impact our platforms have on their ability to rapidly meet regulatory demands and achieve individual objectives

We are well established in the energy market but our SaaS products and managed service solutions can be tailored to suit the needs of any sector with a need to manage mission critical services and overcome complex data challenges



# Total peace of mind



Customer **security**  
**and privacy** are at the  
heart of every Correlia  
product, by design.

**That focus has been a critical building  
block in establishing our position at the  
leading edge of the energy market over  
the last decade.**

#### Accreditations



#### Information Security Assured

Our security operations are world class, and have been designed and scaled to support critical national infrastructure. We independently audit the cyber security maturity of our entire SaaS portfolio, where we have annually achieved NIST CMMI level 3.0. Whilst the infrastructure that many software companies base their products on like Microsoft or AWS complies with strong security standards, very few energy market SaaS providers can stand behind the entire service we can provide being NIST aligned end to end.

We hold the ISO27001 certification – a further demonstration of our commitment to delivering excellence. Correlia is committed to customer peace of mind by pro-actively building

business cyber resilience, we work closely with our customers to align with their Information Security and Privacy requirements.

The comprehensive Information Security Management Systems (ISMS) we deploy ensures established frameworks are embedded right across our organisation.

The combination of our heritage, product portfolio and large customer base provides a unique industry perspective, allowing us to identify and adapt to changes in regulation or new threats that may compromise customers, allowing us the opportunity to quickly adapt.





**Working together**

## **The power to change tomorrow starts with a conversation today.**

Our people are counted among the smartest in the industry and our products can be transformative in how they enable businesses to navigate towards objectives and beyond a net-zero future and a more efficient, connected energy market.

Share your goals and let's work together to meet them.

**[contact@correla.com](mailto:contact@correla.com)**  
**[www.correla.com](http://www.correla.com)**







[correla.com](https://correla.com)