



Flux Fact Sheet

Meridian Energy Business Case

Listed on both the NZX and ASX, the Meridian Group is one of New Zealand's largest listed companies and employs around 1,000 people across New Zealand and Australia. The New Zealand Government is the majority shareholder.

All the electricity Meridian generates comes from 100% renewable sources – wind, water and sun.

Flux is wholly owned by Meridian Energy.

Why Flux?

As New Zealand's largest renewable gentailer, Meridian energy needed a software partner that met their complex needs, including serving the I&C market, whilst also preparing their business for an evolving and sustainable energy future.

Key to choosing Flux was to enable Meridian to access future technologies such as EV, PV, Smart technology and VPP.

NEAL BARCLAY, MERIDIAN ENERGY

"We knew our existing legacy platform wasn't future-proofed to fit with Meridian's ambitious growth plans. The accelerating pace of change in energy retailing means the need to balance both operating costs and driving innovation is more important than ever.

Flux has conceived, managed and delivered the large-scale migration of more than 200,000 retail customers onto a world-leading platform. While no project of this scale is ever easy, Flux's business-led, iterative and agile approach meant it was able to scale up to get the work done on time and on budget, without any significant service failures or customer experience issues.

Meridian customers on the Flux platform require fewer service interventions and have less need to contact our Customer Care teams, while our agents are better able to service our customers more quickly. These improvements help free our people up to spend our time working on high value customer activities – rather than day-to-day servicing – and managing an ever-growing customer base, without growing our staffing levels."

What changed?

Meridian operated on a legacy platform with a complex architecture of multiple systems that did not allow for efficiency, speed of change or the creation of new products and services.

Operational costs were high and the business felt they were held back when it came to innovation and the uptake of new technologies.

Flux helped Meridian design and deploy an environment that digitally transformed their business, favouring configurability over customisation and enabling Meridian to enter new, unchallenged markets. . Flux managed the complete migration and business transformation of Meridian customers, engaging with all stakeholders to ensure a rapid and effective uptake of the new platform and methodologies used by a modern software company

What have been the benefits?

As part of the adoption of the Flux as a software partner Meridian has been able to improve in the following areas:

- 7330 GWh of I&C and Residential energy supplied through the Flux platform across 205,609 meter points. Covering heavy usage, agriculture and SME.
- Training time for new agents was reduced to a few days as opposed to weeks
- 100% billing efficiency of eligible sites
- Aggregation of generation portfolio for customers into a single platform and single ledger
- *Enabling 40 times increase in speed for new products and pricing delivery