



## BOOSTING CUSTOMER SATISFACTION BY DELIVERING MORE VALUE TO CUSTOMERS

### HEADQUARTERS

Minneapolis, MN

### INDUSTRY

Computer Software

### URJANET PRODUCT

Urjanet Utility Data

“Our customers rave about how easy our software is to use with Urjanet data. What some of our customers used to do in weeks now only takes them a few days.”

-Jerry Dolinsky, CEO, Verisae

## BUSINESS PROBLEM

- Displeased with the high level of data inaccuracy due to reliance on scanning and manual data entry to process bills
- Frustrated with long delays in data arrival and large number of missing data points
- Unable to provide customers with a quick, reliable utility data service
- Spending excessive time on utility data auditing

## SOLUTION

- Embedded Urjanet's utility data service, which is comprised of automatically collected and normalized utility bill data, into Verisae's energy and sustainability management platform. This technologically advanced data solution helps Verisae attract new customers and deliver more value to existing customers. Additionally, it saves Verisae's customers time and enables them to conduct more accurate analysis and generate reports faster.

## RESULTS

- Boosted customer satisfaction by enabling customers to speed up utility data acquisition and processing by up to 10X
- Cost-effectively provided customers with an increased number and variety of data points for deeper analysis
- Attracted new business
- Reduced time spent internally on data validation
- Improved brand credibility by increasing transparency of utility data collection process

"I would hands down recommend Urjanet to anyone searching for a utility data solution."

-Rob McConnell, SVP Product Design & Architecture, Verisae

## CUSTOMER PROFILE

Verisae's technology brings together the concepts of Big Data, machine-to-machine communications, and mobile technology to deliver solutions for companies in retail, utilities, telecommunications, and service management industries. Verisae analyzes data to provide predictive, prescriptive, and proactive maintenance and management. Verisae has a network of more than 180,000 registered users managing in excess of three million assets at more than 370,000 sites in North America, Europe, and Asia.

"The Urjanet team's utility data expertise is unparalleled."

-Pablo Paster, Senior Director, Account Management, Verisae

## SEARCHING FOR A MORE ADVANCED UTILITY DATA PROVIDER

Verisae was growing tired of waiting weeks for its customers' utility data to arrive, having to constantly scrutinize the data to catch frequent errors, and pay over \$1,500 each time it needed data from a new utility. The company wanted to find a new third party provider to give its customers a more complete, timely, cost-effective, and accurate set of utility data. Verisae partnered with Urjanet to provide its clients with high-quality utility data and to improve existing inefficiencies, including:

- The high cost of adding new utility providers
- Slow data arrival, missing data points, and continuous errors due to manual data entry
- Devoting extensive internal resources to data auditing
- Meeting customer requirements for timely access to comprehensive utility data

In summary, Verisae knew that it needed a utility data provider that would meet its internal and customer needs and help its customers achieve their sustainability and energy management goals.

## EASILY TRANSITIONING TO AN AUTOMATED PROCESS

Verisae was excited to learn about Urjanet's solution, as Urjanet's automated approach eliminates the fundamental problems associated with utility data acquisition, processing, delivery, and quality. Verisae was cautious in selecting another utility data provider, particularly one that was relatively new to the market. However, Verisae quickly realized how valuable Urjanet's automated capturing of electricity, gas, and water consumption and cost data would be for its customers and own operations.

"Accuracy, coverage, and price point were among the top factors that we evaluated when we were searching for a new utility data provider," says Rob McConnell, SVP Product Design & Architecture at Verisae. "After learning more about Urjanet's innovative and automated utility data acquisition technology, which runs more than 150 audits and connects to thousands of different utilities worldwide, we were confident that Urjanet had exactly what we were looking for."

"The transition from our other third party provider to Urjanet was very easy."

-Pablo Paster, Senior Director, Account Management, Verisae

Verisae soon discovered how easy it was to transition utility accounts from its previous third party provider to Urjanet. "Switching to Urjanet was a simple process. Urjanet's team is knowledgeable and came up with a project plan that suited our needs," says Pablo Paster, Senior Director of Account Management at Verisae. "The Urjanet team's utility

data expertise is unparalleled. I say this because Urjanet's mission is to provide the best utility data possible."

## BOOSTING CUSTOMER SATISFACTION

With Urjanet's automated utility data seamlessly integrated into Verisae's energy and sustainability management platform, Verisae's customers have been able to quickly and efficiently analyze their energy consumption and cost information to target facilities that are in need of maintenance work and equipment upgrades. Additionally, with Urjanet's more granular data, they can evaluate their utility tariffs, peak demand charges, and usage profiles for additional cost savings.

"The Urjanet utility data solution has far exceeded our customers' expectations. Our customers rave about how easy our software is to use with Urjanet data," says Jerry Dolinsky, Verisae's CEO. "What some of our customers used to do in weeks now only takes them a few days."

Verisae integrates Urjanet with its sustainability and energy management products to achieve the following:

- Include energy usage in sustainability reporting
- Utility bill validation by applying the Urjanet data to Verisae's sophisticated rules engine, which identifies irregularities across geographies, time periods, and many other facility-related factors
- Analysis of energy consumption patterns that either drive energy-related initiatives or measure the outcomes of each initiative
- Correlation between energy consumption and maintenance events to improve predictive maintenance capabilities and measure the quality of maintenance execution

## ABOUT URJANET

Urjanet's mission is to provide the world with easy access to automated utility data. Our cloud-based platform connects directly to utilities to seamlessly acquire and normalize disparate utility bill and interval data. The processed data is delivered directly to industry-leading business applications.

Public and private organizations across the world use Urjanet data to achieve sustainability goals and reduce energy consumption and cost. Urjanet is rapidly becoming the global standard for utility data and powers applications from the leading energy and sustainability solutions providers.

Urjanet is a privately-held company headquartered in Atlanta, Georgia. For more information, visit [www.urjanet.com](http://www.urjanet.com).