

Product Overview

Retail Operations



An energy operations management system for retail power and gas marketers and distribution companies

Retail Operations is the industry's most comprehensive solution for retail energy markets. It offers utility data management, customer contract management, revenue and load forecasting, load profiling and aggregation, and retail position reporting in a single system. Retail Operations is widely used across North America and Europe to streamline operations, reduce costs, and add value to retail supply and distribution organizations.

Key Features

Load and Revenue Forecasting – Retail Operations provides bottom-up load and revenue forecasts based on service dates, usage history, and product types for each individual account, service location, or meter. The application supports all utility provided load profiles, as well as the ability to build your own load models utilizing historical meter and weather data. Retail Operations automates many of the manual steps involved in producing forecasts, resulting in more time to focus on detailed analysis.

Contract Pricing and Quote Management – Retail Operations includes a library of standard product types as well as a powerful formula editor to support user-defined products. These products model wholesale

supply costs, retail price offerings, and utility rates or competitor prices. The pricing analysis engine calculates the cost to serve, revenue, margin, and customer savings over multiple contract terms. Also inherent to the system is a multi-step, proactive monitoring and approval process.

Supply Management and Position Reporting – Retail Operations supports the deal capture of physical power and gas supply deals; when combined with aggregated load and ancillary service obligations, the system provides position reporting on multiple levels. Wholesale prices and forward market price curves enable long-term financial position and cost to serve reporting.

Load Profiling and Meter Aggregation – Retail Operations supports multiple load profiling methods, such as Proxy Day, Dynamic Load Profiling, and weather-based Regression Modeling. In addition, the application provides numerous standard functions to access, manipulate, validate, and aggregate meter data

Complex Billing – Retail Operations supports wholesale customer, supplier, and large complex contract bill processing, which includes data import, validation, estimation and bill calculations, and adjustments.

Users can print or e-mail invoices directly from Retail Operations or use the API to feed data directly into corporate accounting systems. As an option, users can supplement existing billing operations with Retail Operations's complex charge types and algorithms.

Key Benefits

Retail Operations streamlines operations to reduce costs, maximize margins, and enable rapid execution of strategic business decisions. Built on advanced, mainstream Oracle and Java technologies, Retail Operations offers an intuitive, graphically rich user interface and open data model for business expansion. Other key benefits include:

- Replacement of manual functions through integrated and automated business and data processes.
- Transformation of data into useful information for research and analysis, reporting, and decision making.

- A central data storage repository that eliminates errors and related costs that result from multiple instances of the same data.
- The ability to segment your customer base and analyze the cost-to-serve and profitability of each segment.
- A wide breadth of market analyses tools, encompassing Supply, Demand, Forecasting, Revenue, Profitability, Cost/Benefit, Comparative, Customer/Market Segmentation, and Contract Compliance.
- System flexibility that supports easy integration to third-party and legacy systems.
- The option of integration with several other Ventyx products, including TRM and PROMOD IV (LMP forecasting).



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