



21 - 23 APRIL 2015, PERTH, AUSTRALIA

PROGRESS SPARK

Big Data Visualization with Sitefinity



Ben Shapiro
Managing Director

APJ Progress Spark Presentation



Customer Portal

Agenda

2:20 Background & Brief

Customer centric advantage

Power of insights

3:05 Questions





100+

IMPLEMENTATIONS

20

INDUSTRIES







130 COUNTRIES
WORLDWIDE

\$1.8BN AUSTRALAN
BILLINGS

19 YEARS
EXPERIENCE

#1 CUSTOMER
OF GOOGLE

25 INTEGRATED
BUSINESSES

5,000+ SOLUTIONS
DEPLOYED

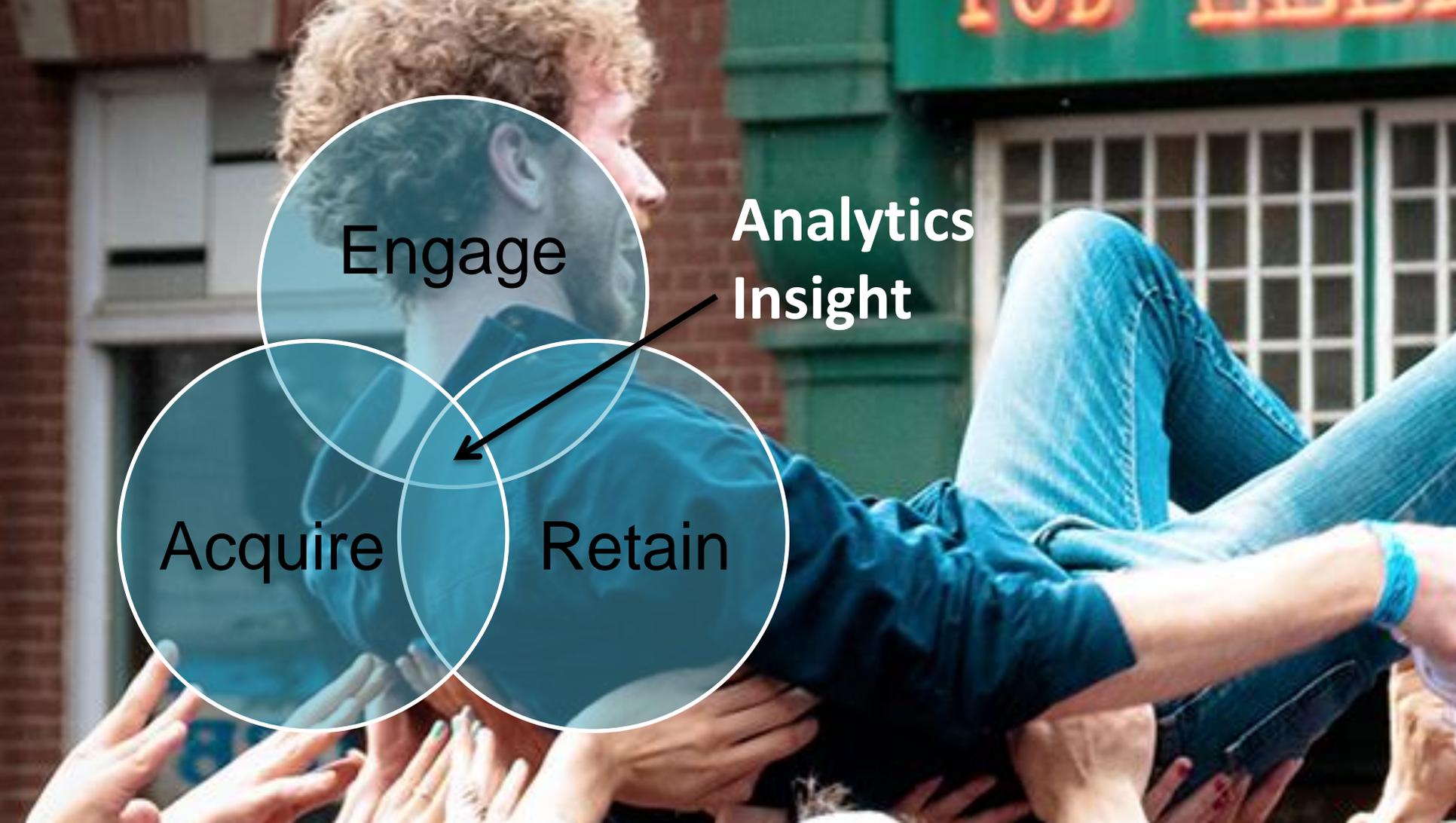
36,000 EMPLOYEES
WORLDWIDE

1,300 EMPLOYEES
ACROSS ANZ

70+ PEOPLE
NATIONWIDE



Customer Portal



Engage

Analytics
Insight

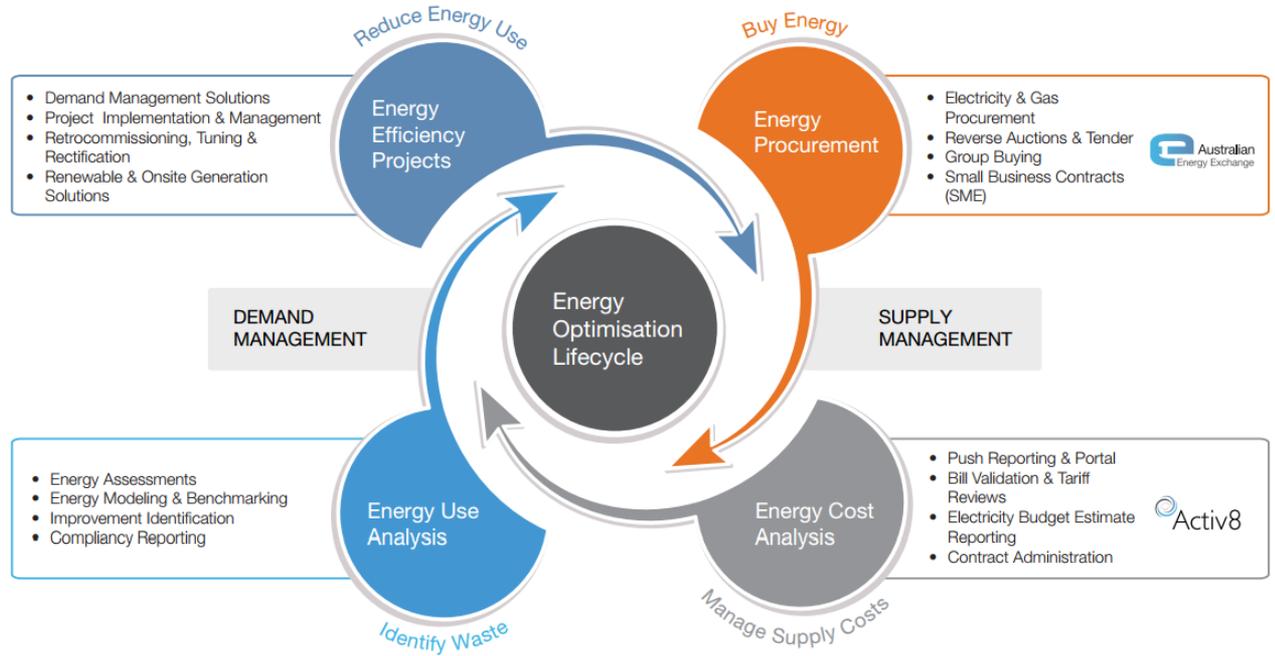
Acquire

Retain



160

EMPLOYEES



Customer Portal

over
18,000

Energy Procurement
large & small market sites
under contract

over
9,000

Contract Management & Energy
Reporting large market sites
under management



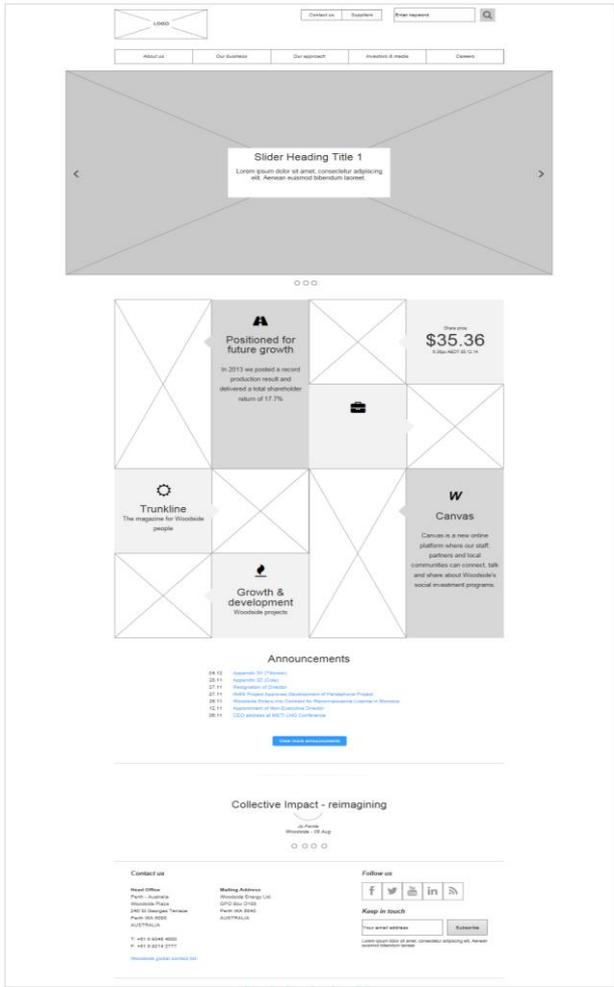
Recipe for Success

Ingredients:

1 Teaspoon of Ideas

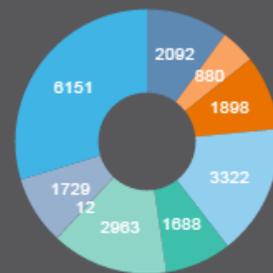
1 Spoon of Will





Our Sites

20,735



Strata	6,151	
Hospitality	3,322	
Manufacturing	2,963	
Commercial	2,092	
Health Care	1,898	
Retail	1,729	
Infrastructure	1,688	
Education	880	
Mining	12	

HTML

handlebars



{JSON}



Select Groups  2

- Ambiance Group Pty Ltd
- Ambiance on Burleigh CTS 37449
- Avery Dennison RBIS Pty Ltd
- Bicknell B & K
- Biomerieux Australia Pty Ltd
- Biosis Pty Ltd
- Birds Smallgoods Pty Ltd
- Birdvale Pty Limited
- Bribie Island Surf Life Saving Supporters C...
- Combined Golf clubs
- Dalby Bio-Refinery Limited
- Debilu Pty Ltd

Select Portfolios

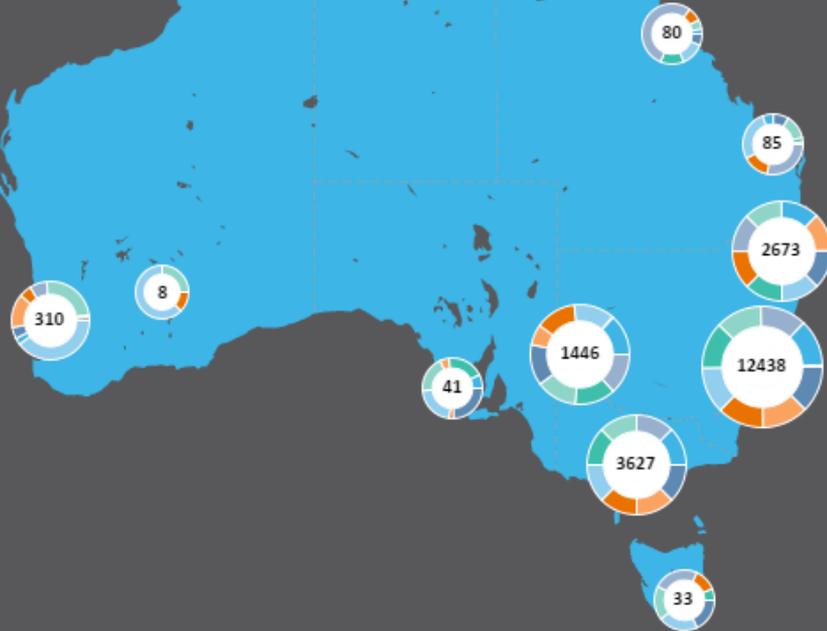
- Biomerieux Australia Pty Ltd

Select Sites

- 20/1 Maitland Place Baulkham Hills (NMI: 4310010885)
- 41 Borthwick Avenue Murarrie (NMI: QB13351605)

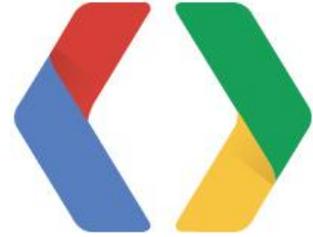


Our Locations



Google

Commercial Retail Strata Hospitality Health Care Education Infrastructure Manufacturing Mining

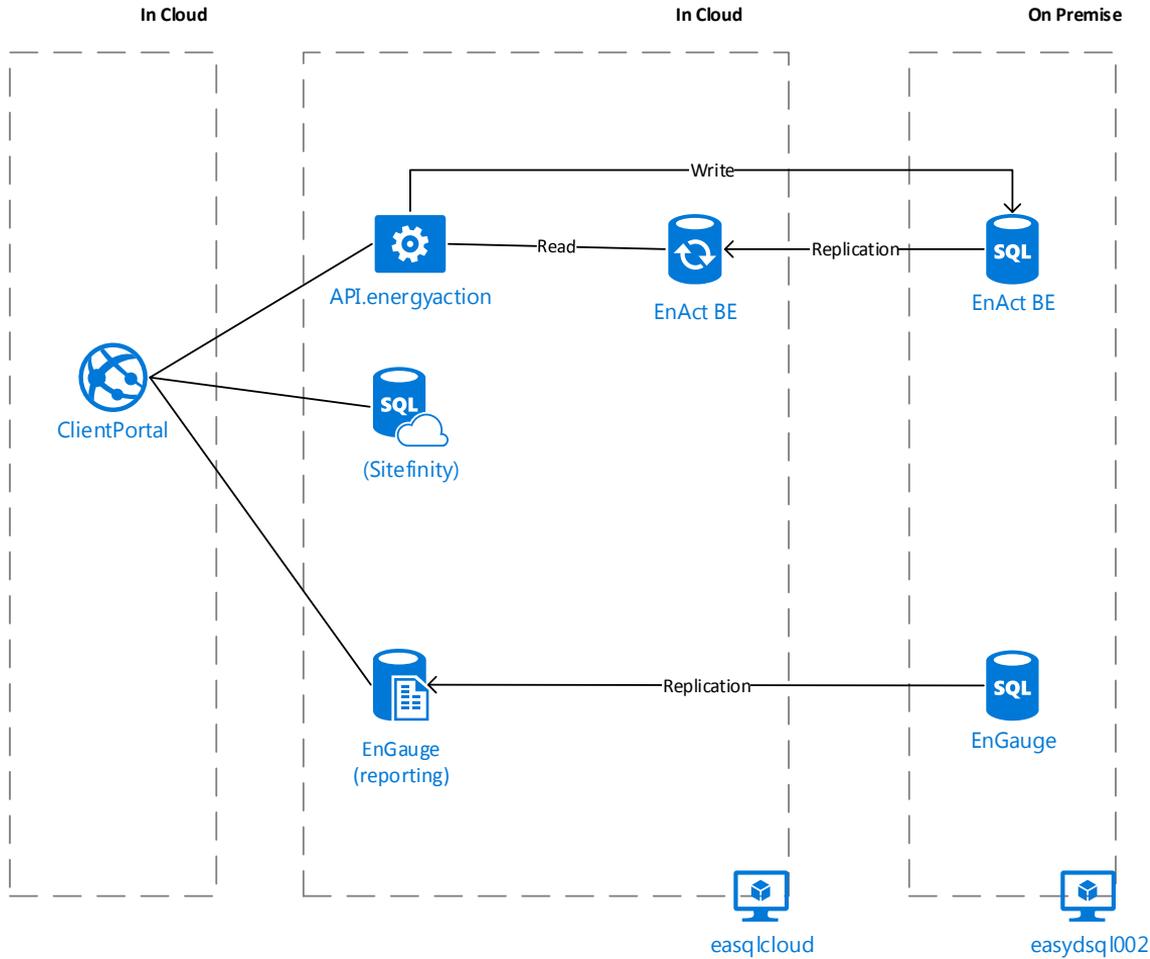


 Windows Azure



unlimited possibilities







ALL ITEMS

- WEB APPS
4
- VIRTUAL MACHINES
3
- MOBILE SERVICES
0
- CLOUD SERVICES
4
- SQL DATABASES
0
- STORAGE
13
- HDINSIGHT
0
- MEDIA SERVICES
0
- SERVICE BUS
0
- VISUAL STUDIO ONLINE
0
- CACHE
0
- BIZTALK SERVICES
0
- RECOVERY SERVICES
0

all items

NAME	TYPE	STATUS	SUBSCRIPTION	LOCATION
Vivid Group	Directory	Active	Shared by all Vivid Group...	Asia, Europe, United ...
eaportaldev	Cloud service	Created	EnergyExchange_Dev	Australia East
EAPortal	Virtual Network	Created	EnergyExchange_Dev	Australia East
eaportal	Storage Account	Online	EnergyExchange_Dev	Australia East
eaportaldev	Storage Account	Online	EnergyExchange_Dev	Australia East
eareports	Storage Account	Online	EnergyExchange_Dev	Australia East
easqlcloud	Storage Account	Online	EnergyExchange_Dev	West US
easqlcloud0pd03m2m	Storage Account	Online	EnergyExchange_Dev	West US
easqlclouddb	Storage Account	Online	EnergyExchange_Dev	Australia East
eavpntest	Storage Account	Online	EnergyExchange_Dev	West US
eawebsite	Storage Account	Online	EnergyExchange_Dev	Australia East
energyaction	Storage Account	Online	EnergyExchange_Dev	EAWest (West US)
energyexchange	Storage Account	Online	EnergyExchange_Dev	West US
energyexchangealpha	Storage Account	Online	EnergyExchange_Dev	West US
portalvhdsdk3659pr0qcdp	Storage Account	Online	EnergyExchange_Dev	West US
portalvhdsjmf3sxp5wy1w7	Storage Account	Online	EnergyExchange_Dev	South Central US
easqlcloud	Cloud service	Running	EnergyExchange_Dev	Australia East
easqlcloud	Virtual machine	Running	EnergyExchange_Dev	Australia East
eawebsite	Web app	Running	EnergyExchange_Dev	Australia East

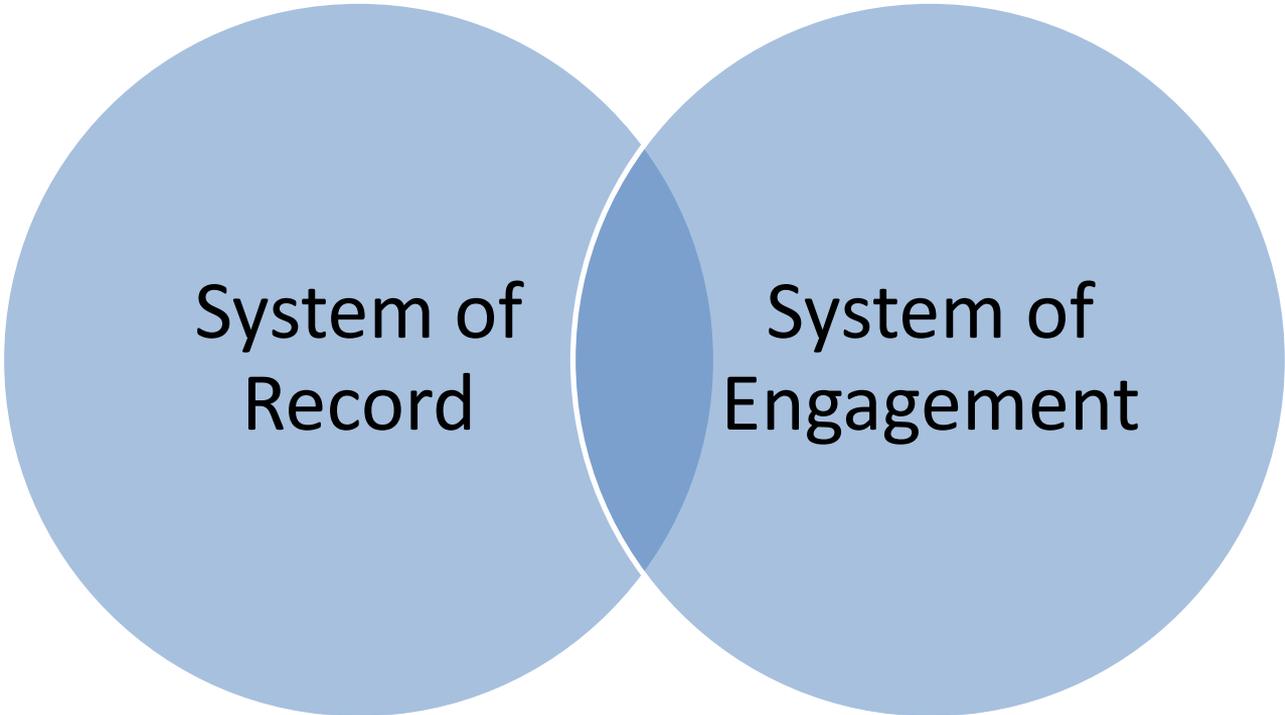


NEW



DELETE





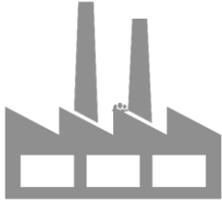
System of
Record

System of
Engagement





Competitive Advantage



1900 - Age of Manufacturing

- Assembly Lines
- Mass manufacturing makes industrial powerhouses successful.



1960 - Age of Distribution

- Supply Chains
- Global connections and transportation systems make distribution key .



1990 - Age of Information

- Automation
- Connected PC's and supply chains mean those that control information.



2010+ - Age of Customer

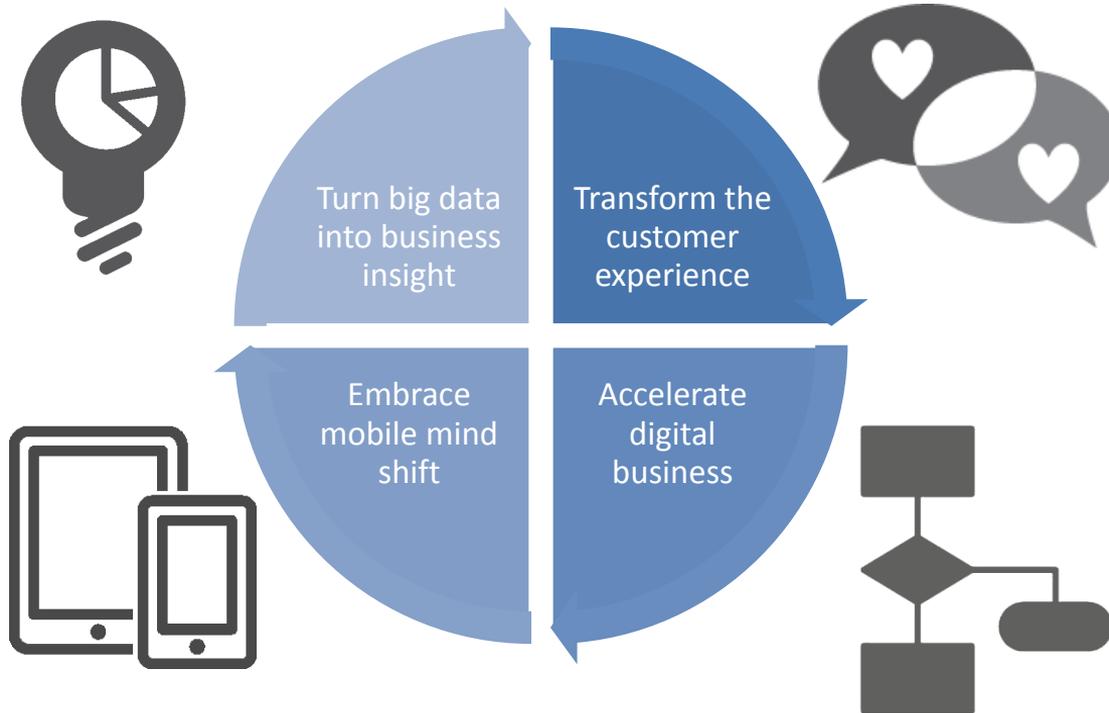
- Engagement
- Obsession with understanding, connecting with, and serving customers.



Landscape is changing

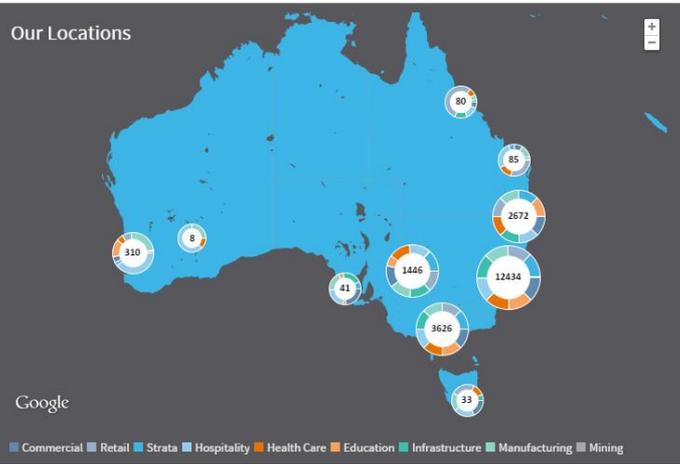


Key Strategies

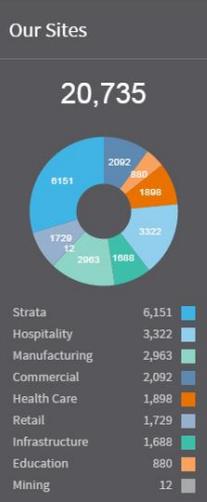


Transform the Customer Experience





Last login: 17 Apr 2015 5:50



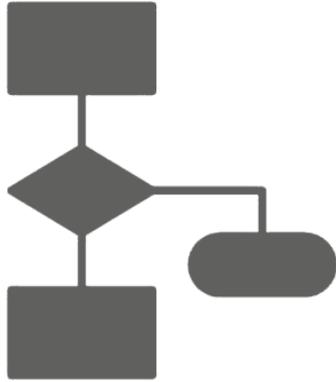
Our Services

- Energy Procurement
- Contract Management & Energy Reporting
- Projects & Advisory Services

Latest News

- Competition Policy Review touches on the Gas and Electricity sector 08 APR 2015
[Read more](#)
- NSW Asset Sale 08 APR 2015
[Read more](#)
- Changes to the Building Energy Efficiency Act 08 APR 2015
[Read more](#)

Accelerate business agility and customer value



FYTD Usage (kWh) Jul 14 - Mar 15	vs Prev FYTD Usage Jul 13 - Mar 14
140,724,738	1%*

FYTD Spend Jul 14 - Mar 15	vs Prev FYTD Spend Jul 13 - Mar 14
\$ 24,118,755	12%*

MTD Usage (kWh) as at 15 Apr 15	vs MTD Prev Year Usage as at 15 Apr 14
7,466,144	7%*

Mar 15 Spend	vs Feb 15 Spend
\$ 2,850,076	4%

CO2 Emission (Tons) Jul 14 - Mar 15	vs CO2 Emission (Tons) Jul 13 - Mar 14
121,954	0%*

Spend by Month and Year

Spend Breakdown

\$24,118,755



Retail	\$8,852,204
Network	\$13,100,675
Environmental	\$1,798,613
Market	\$100,801
Carbon	\$0
Metering	\$266,461

Cases Under Management	Closed Cases FYTD
3	178

Credits Achieved Jul 14 - Mar 15	Potential Savings Jul 14 - Mar 15
\$ 376,142	\$ 18,700

Total Number of Sites Under Management: **96**

Filter by Region

- Select All
- New South Wales
- Queensland
- South Australia
- Victoria

Filter by Portfolio

Filter List...

- Select All
- A.J Hessels & M.W Hessels
- Aradlay Investments Pty Ltd
- Baiada Poultry Pty Limited
- Barter Enterprises Pty Limited
- BPL Adelaide Pty Limited t/as Adelaide Poultry
- BPL Melbourne Pty Limited
- C B Alexander Foundation

[View Reports](#) **FILTER** **VIEW PORTFOLIOS**



Rochedale Hatchery, 340 Rochedale Road Rochedale (NMI: QB03674932)

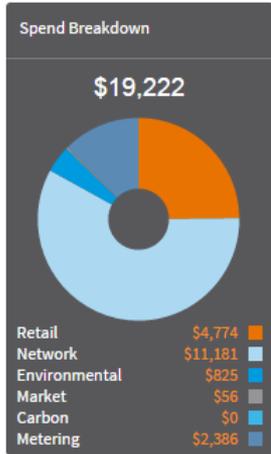
FYTD Usage (kWh) Jul 14 - Mar 15	vs Prev FYTD Usage Jul 13 - Mar 14
82,684	▲ 21 %

FYTD Spend Jul 14 - Mar 15	vs Prev FYTD Spend Jul 13 - Mar 14
\$ 19,222	▲ 8 %

MTD Usage (kWh) as at 15 Apr 15	vs MTD Prev Year Usage as at 15 Apr 14
2,958	▼ 22 %

Mar 15 Spend	vs Feb 15 Spend
\$ 1,866	▲ 10 %

Mar 15 Average cents/kWh	vs Mar 14 Average cents/kWh
24.44	▼ 1 %



Links

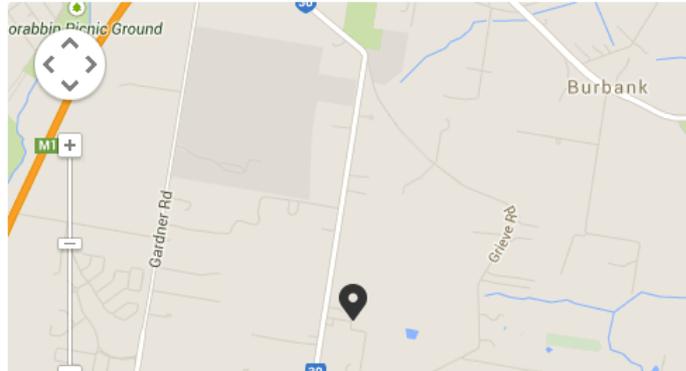
Consolidated Monthly Summary Report	▶ Customer Payment File Report
Daily Summary Report	▶ Weekly Summary Report
Monthly Summary Report	▶ NMI Range Report

Highest Peak Demand (kVA) in Last 12 Months

30 **11/12/2014**
11:30

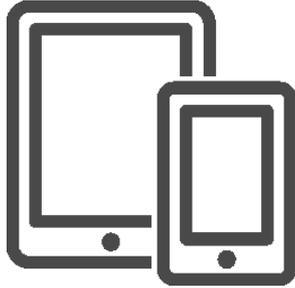
Power Factor as at 11/12/2014 11:30

0.88



Spend by Month and Year

Mobile to serve moments of need



62%

Mobile-friendly website



42%

Mobile app



23%

Location-specific experience



FORRESTER



92% of
Australians use
the internet*



70% go
online with a
mobile phone*



50% go
online with a
tablet computer*



10.7 million
internet users go online
more than once a day†



10.9
million
made an
e-commerce
transaction†



54% of
internet users
engage in blogs
and online
communities†



49% of
employed
Australians are
digital workers*

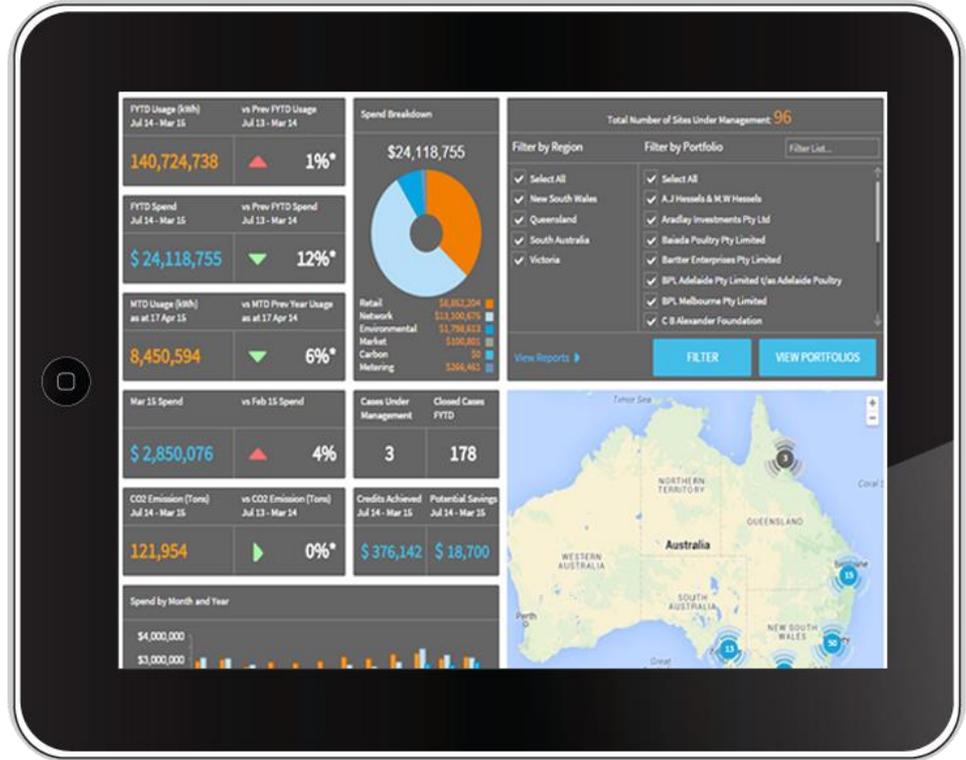


97% growth in
volume of mobile
data downloaded
in the June Q2014
(over June Q2013)‡



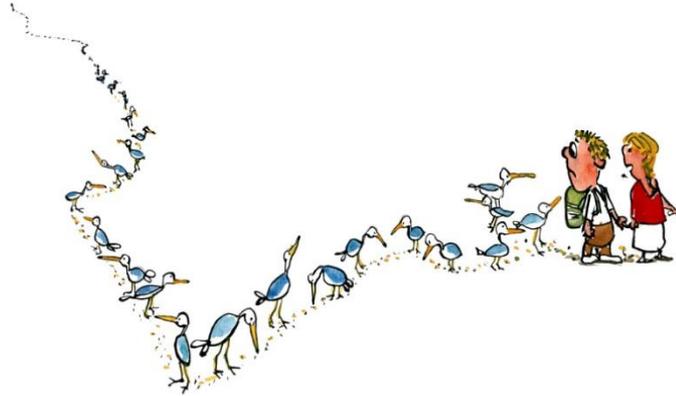
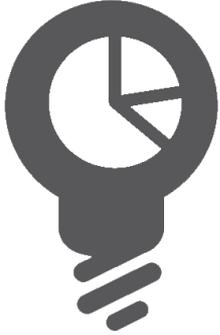
#MOBILEGEDDON





```
var job = new Job();  
var rand = new Rand();  
  
// do some work...  
  
if (job.PercentComplete < 100)  
    Work.Continue();  
else  
    Relax(new Pastime(rand.Next()));
```

Data insights for continuous improvement



Hansel, Gretel and the Breadcrumb Birds

By HikingArtist.com



FYTD Usage (kWh)
Jul 14 - Mar 15

vs Prev FYTD Usage
Jul 13 - Mar 14

42,657,956 ▼ **1%***

FYTD Spend
Jul 14 - Mar 15

vs Prev FYTD Spend
Jul 13 - Mar 14

\$ 7,747,296 ▼ **13%***

MTD Usage (kWh)
as at 15 Apr 15

vs MTD Prev Year Usage
as at 15 Apr 14

2,133,493 ▼ **12%***

Mar 15 Spend

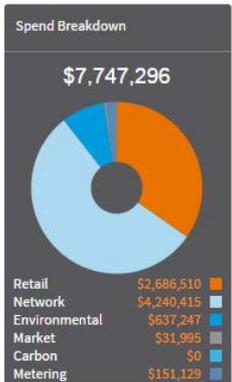
vs Feb 15 Spend

\$ 894,548 ▲ **5%**

Mar 15 Average
cents/kWh

vs Mar 14 Average
cents/kWh

18.51 ▼ **9%***



FYTD Usage (kWh)
Jul 14 - Mar 15

vs Prev FYTD Usage
Jul 13 - Mar 14

692,434 ▲ **75%***

FYTD Spend
Jul 14 - Mar 15

vs Prev FYTD Spend
Jul 13 - Mar 14

\$ 137,561 ▲ **51%***

MTD Usage (kWh)
as at 15 Apr 15

vs MTD Prev Year Usage
as at 15 Apr 14

35,850 ▲ **46%***

Mar 15 Spend

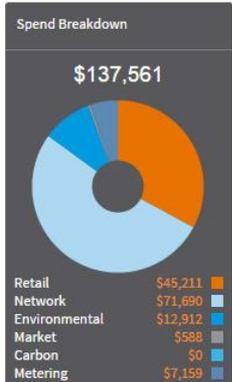
vs Feb 15 Spend

\$ 15,486 ▼ **3%**

Mar 15 Average
cents/kWh

vs Mar 14 Average
cents/kWh

20.27 ▼ **9%***



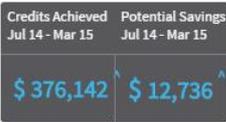
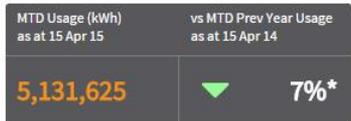
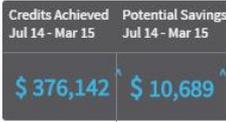
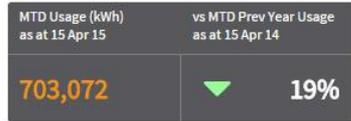
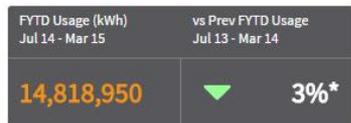
Total Number of Sites Under Management: **3**

Filter by Region: Select All, Victoria

Filter by Sites: Select All, 64 Hardhills Road, St Arnaud (NMI: 620377521), Site 1/0 Hardhills Road St Arnaud (NMI: 6203767073), Wills Street, St Arnaud (NMI: 6203003049)

[View Reports](#) [FILTER](#) [VIEW SITE](#)





Total Number of Sites Under Management: **56**

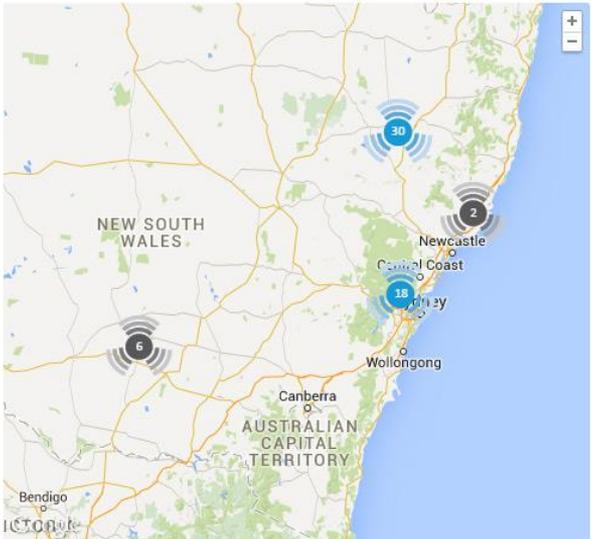
Filter by Region

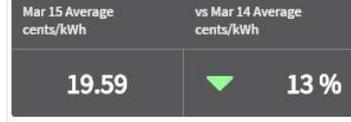
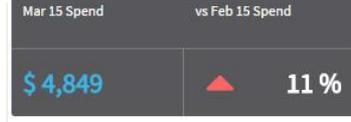
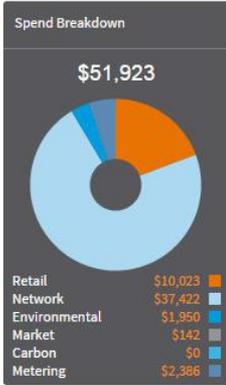
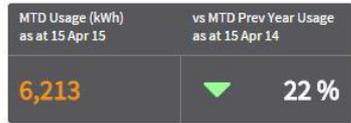
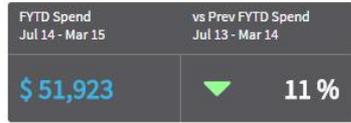
- Select All
- New South Wales
- Queensland
- South Australia
- Victoria

Filter by Portfolio

- Select All
- A.J Hessels & M.W Hessels
- Aradlay Investments Pty Ltd
- Baiada Poultry Pty Limited
- Barter Enterprises Pty Limited
- BPL Adelaide Pty Limited t/as Adelaide Poultry
- BPL Melbourne Pty Limited
- C B Alexander Foundation

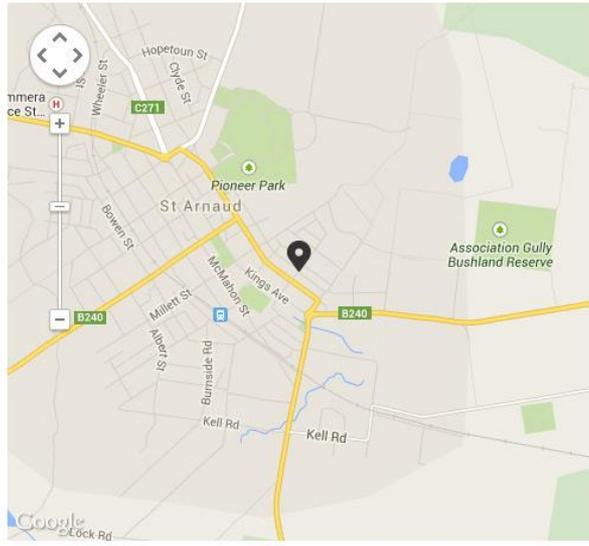
[View Reports](#) [FILTER](#) [VIEW PORTFOLIOS](#)





Links

Consolidated Monthly Summary Report	▶	Customer Payment File Report	▶
Daily Summary Report	▶	Weekly Summary Report	▶
Monthly Summary Report	▶	NMI Range Report	▶





Baiada Poultry Pty Limited
Baiada Poultry Pty Limited ▼

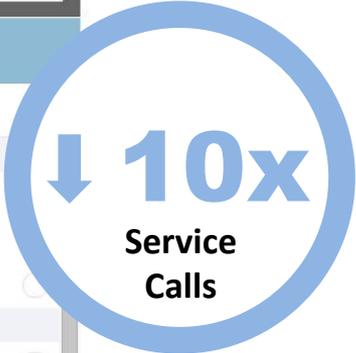
Filter by

Portfolio	Contacts	Access Level
A.J Hessels & M.W Hessels <input checked="" type="checkbox"/>	A.J Hessels & M.W Hessels	
Aradlay Investments Pty Ltd <input type="checkbox"/>	Brett Kirk	Manager
Baiada Poultry Pty Limited <input type="checkbox"/>	Katie Judd (Invited)	User
Bartter Enterprises Pty Limited <input checked="" type="checkbox"/>	Mike Hessels (Invited)	Manager
BPL Adelaide Pty Limited t/as Adelaide Poultry <input type="checkbox"/>	Bartter Enterprises Pty Limited	
BPL Melbourne Pty Limited <input type="checkbox"/>	Beresfield Environmental (Invited)	Manager
C B Alexander Foundation <input type="checkbox"/>	Brett Kirk	Manager
CF Teitzel & SC Teitzel <input type="checkbox"/>	Katie Judd (Invited)	User
Darrell W Harvey & Bernadette Z Searle <input checked="" type="checkbox"/>	Darrell W Harvey & Bernadette Z Searle	
J L Dingle Pty Ltd <input type="checkbox"/>	Brett Kirk	Manager
	Darrell Harvey (Invited)	Manager

i To add a contact to multiple portfolios select more than one above
ADD USER
REMOVE USER
DEACTIVATE USER

© ENERGY ACTION | GENERAL DISCLAIMER | PRIVACY & SECURITY | DISCLAIMER AFSL NO. 362843 | ABN 90 137 363 630



Baiada Poultry Pty Limited

Create a New Contact



Baiada Poultry Pty Limited

Filter by Name

First Name *

Last Name *

Access Level

User

Email *

Job Title

Work Phone

Mobile Phone

Work Fax

Second Phone

Second Email

Access Level

Manager



User



Manager



Manager



Manager



User



Manager



Manager



ACTIVATE USER

DEACTIVATE USER



Baiada Poultry Pty Limited

Baiada Poultry Pty Limited

Filter by Name

Select an existing contact to create a user

Filter By:

Name

- Abu Rahman
- Beresfield Environmental
- Bernadette Mortensen
- Darrell Harvey
- Dean Kent
- Jennifer Douglas
- Joanne Schelle
- John Dingle
- John Warner

Access Level

User

+ Create new contact

SELECT

Access Level

Manager

User

Manager

Manager

Manager

User

Manager

Manager

USER

DEACTIVATE USER

To add a contact to multiple por



Users

Create a user Delete Assign to role... Unassign from role... Search...

Views

Users by role

USERNAME / ROLES	EMAIL / NAME	REGISTRATION	STATUS	LAST LOGIN
abarrie@iw.org Contact	Aran Barrie abarrie@iw.org	24 Feb, 2015	Online	24 Feb, 2015, 08:25
abu_rahman@balaada.com.au Contact	Abu Rahman abu_rahman@balaada.com.au	03 Mar, 2015	Online	03 Mar, 2015, 07:53
accounts@bermaguicountryclub.com.au Contact	Kylie Weik accounts@bermaguicountryclub.com.au	18 Feb, 2015	Online	18 Feb, 2015, 07:54
accounts@buckleys.com.au Contact	Michael Tonks accounts@buckleys.com.au	16 Apr, 2015	Online	16 Apr, 2015, 10:05
accounts@merimbulagolf.com.au Contact	Tania Boyd accounts@merimbulagolf.com.au	09 Feb, 2015	Offline	09 Feb, 2015, 08:19
accounts@piercingengineering.com.au Contact	Mark Pierce accounts@piercingengineering.com.au	09 Feb, 2015	Online	09 Feb, 2015, 08:42
accounts_townsville@rydges.com Contact	Shana Skinner accounts_townsville@rydges.com	03 Feb, 2015	Offline	03 Feb, 2015, 10:21
adam@stiskala.id.au Contact	Adam Stiskala adam@stiskala.id.au	07 Mar, 2015	Online	07 Mar, 2015, 01:50
adambronks@energyaction.com.au Contact	Adam Bronks adambronks@energyaction.com.au	11 Feb, 2015	Online	11 Feb, 2015, 06:13
adamsg@ramsayhealth.com.au Contact	Geoff Adams adamsg@ramsayhealth.com.au	13 Feb, 2015	Offline	13 Feb, 2015, 11:24
adav3456@bigpond.net.au Contact	Elaine Davies adav3456@bigpond.net.au	03 Feb, 2015	Online	03 Feb, 2015, 05:48
adel.salman@begacheese.com.au Contact	Adel Salman adel.salman@begacheese.com.au	29 Jan, 2015	Online	29 Jan, 2015, 11:28
adelaide_environment@balaada.com.au Contact	BPL Adelaide Environmental Dept adelaide_environment@balaada.com.au	06 Mar, 2015	Offline	06 Mar, 2015, 06:10
adelaideops@newsat.com Contact	Adelaide Ops adelaideops@newsat.com	21 Jan, 2015	Offline	21 Jan, 2015, 12:21
admin Staff, Administrators, BackendUsers	Administrator Admin evan@vividgroup.com.au	07 May, 2014	Online	17 Apr, 2015, 02:52
admin@depaulvilla.com.au Contact	Annette Mitchell admin@depaulvilla.com.au	18 Feb, 2015	Offline	18 Feb, 2015, 09:07
admin@elgins.com.au Contact	Steven Webster admin@elgins.com.au	03 Feb, 2015	Online	03 Feb, 2015, 10:30
admin@kurandafoodworks.com.au Contact	Ray Perry admin@kurandafoodworks.com.au	27 Feb, 2015	Online	27 Feb, 2015, 07:03
admin@mermaidbowls.com.au Contact	Hugh Mackenzie admin@mermaidbowls.com.au	23 Jan, 2015	Online	23 Jan, 2015, 11:54
admin@nadac.com.au Contact	Claudia Bitancourt admin@nadac.com.au	18 Feb, 2015	Offline	18 Feb, 2015, 06:45

1 2 3 4 5 6 7 8 9 10 ...

Page 1 of 37, items 1 to 20 of 724.

All Users

- Online backend users
- Administrators
- Authors
- BackendUsers
- Contact
- Customers (ecommerce)
- Designers
- Editors
- Moderators (comments)
- Moderators (forums)
- Staff
- Users

Manage Roles

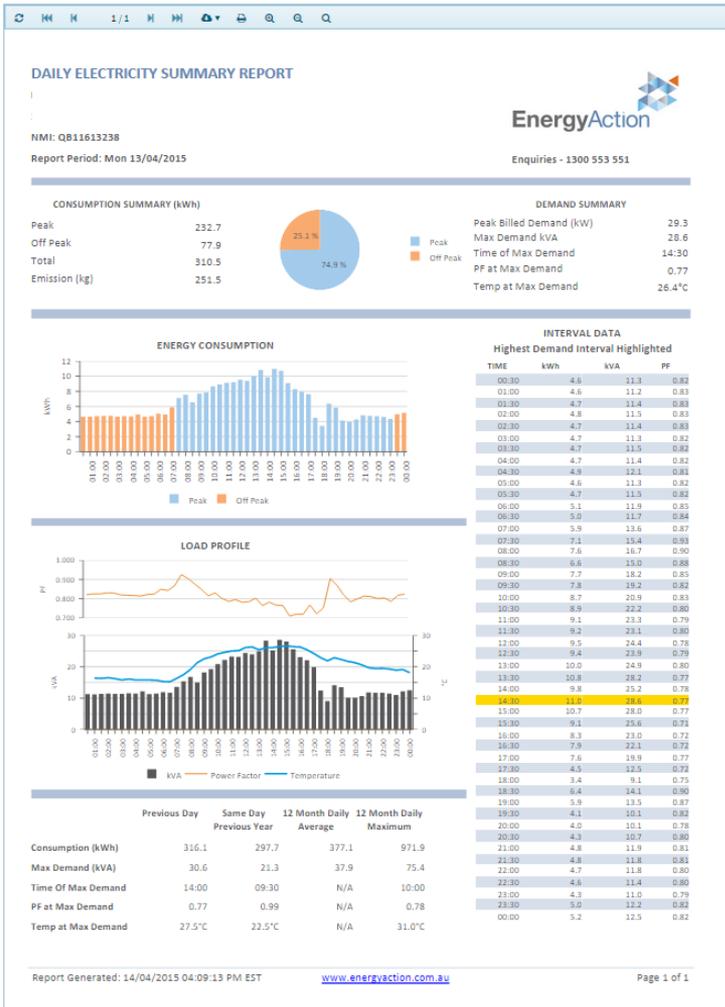
Settings for Users

- Permissions
- Manage Profile types

Learn more with video tutorials

- User management (3:21 min)
- Role management (0:53 min)
- Permissions management (2:02 min)





- Daily Electricity Summary Report





- Monthly Electricity Summary Report



Energy Action – Service Transformation

↓ 10x
SERVICE CALLS



9,000+
CUSTOMERS

↑ 15%
SUBSCRIPTIONS



“We have received very positive feedback from our key multi-site National Clients indicating that our relationship is stronger as a result of improved service delivery through the Client Portal. “

Michael Johnson, Energy Action





Baiada Poultry Pty Limited

FYTD Usage (kWh)
Jul 14 - Dec 14

vs Prev FYTD Usage
Jul 13 - Dec 13

110,191,883 ▲ **2%***

FYTD Spend
Jul 14 - Dec 14

vs Prev FYTD Spend
Jul 13 - Dec 13

\$ 18,405,056 ▼ **11%***

Spend Breakdown

\$18,405,056

Retail	\$7,162,995
Network	\$9,846,962
Environmental	\$1,144,299
Market	\$69,359
Carbon	\$0
Metering	\$181,441

Total Number of Sites Under Management: **101**

Filter by Region Filter by Portfolio Filter List...

- Select All
- New South Wales
- Queensland
- South Australia
- Victoria
- Select All
- Bais & M.V. Investments Pty Limited
- Adelaide Investments Pty Limited
- Baiada Poultry Pty Limited
- Barter Enterprises Pty Limited
- BPL Adelaide Pty Limited t/as Adelaide Poultry
- BPL Melbourne Pty Limited
- C B Alexander Foundation

[View Reports](#) [FILTER](#) [VIEW PORTFOLIOS](#)

Thank You!



Cases Under Management **18,164** Closed Cases FYTD **134,700**

Timor Sea