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Gemserv

Building an industry-leading code management platform for the energy sector from scratch in four months

Partnering with ClauseMatch enabled Gemserv to slash the time it took to build and launch CodeWorks — a first-of-its-kind regulation management platform for the energy industry.

Gemserv has been the energy sector's go-to provider of professional services for almost two decades. But, despite their breadth of expertise and impressive track record, the complex nature of their latest project meant delivering within the tight time-frame they'd set themselves would be challenging, to say the least.

By licensing ClauseMatch's policy management platform, Gemserv sped up the process. They could also focus on their end-users' requirements without having to worry about building and managing core infrastructure.

Gemserv

Gemserv is an expert provider of professional services that transform markets and enable the data revolution. They have over two decades of governance, risk and compliance experience at the heart of the GB Energy market. Their experts are leaders in their respective fields and use insight and collaboration to make an impact through their projects and contracts that in turn define who they are.

www.gemserv.com

ClauseMatch

ClauseMatch is an award-winning London-based regulatory technology company that enables regulators to manage and publish regulations in a digital form and regulated organisations to evidence compliance with applicable rules. The company is live at global financial institutions, such as Barclays, working also with other regulated markets such as energy and insurance.

www.clausematch.com

The challenge:
Digitalising compliance in the energy sector

Since 2013, organisations who manage smart meters in the UK have followed the Smart Energy Code, or SEC. The SEC has 69 core documents. But these documents don't apply equally to all 325 organisations who are SEC parties.

Until recently, the documents comprising the SEC were managed as Word documents and disseminated as PDFs. This made identifying the relevant parts laborious and time-consuming.

The process by which these documents were updated — called the Modifications Process — complicated things further.

"There was an overwhelming amount of content in inconsistently-formatted, standalone documents. This made it difficult to understand what forthcoming changes were and where past changes originated from, which created compliance risks," says Jahan Haroon, Head of Codeworks at Gemserv. —

Gemserv decided to create a platform that would enable the industry to benefit from a digital approach:

"We wanted to move away from PDFs to a more user friendly, intuitive, and interactive document management process. Our aim was to create something that would make it easier to manage change, keep accurate audit trails, and access and analyse content." —

Why Clausematch?

Gemserv has successfully delivered many large-scale digital transformation projects over the years. But the platform's highly technical requirements meant building an industry-leading product from scratch in the time-frame available was extremely ambitious, even by their standards.

This is where ClauseMatch came in.

Gemserv researched the market to find out which platforms would make a suitable foundation on which to build their code management platform. Gemservs Digitisation Project lead says:

"We were hoping to find an easy, off-the-shelf solution which offered full audit history and met our end-users' requirements. Our initial wishlist included tagging by party type, audit history, modification management, and security assessments. But we also wanted a technology partner who could help us enhance the platform and build more features and functionality over time."

ClauseMatch immediately stood out. It hit all of Gemserv's requirements. But, more significantly, where other technology platforms were still at concept stage, ClauseMatch already had clients in financial services — an industry that, like the energy sector, is highly regulated.

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The Approach:
How Clausematch's policy management platform simplified CodeWorks' development

While ClauseMatch ticked all the right boxes, Gemserv still had concerns.

CodeWorks is a radically different way of working, and Gemserv worried SEC partners might be resistant to this change.

More to the point, there was a large volume of highly technical content that had to be transferred during an especially busy period. Gemserv worried that pulling this off would require significant time, effort, and resources.

ClauseMatch worked with Gemserv to outline the implementation requirements and to help Gemserv better understand and prepare so that time effort and resource considerations were included in the decision making process.

Results:
Strengthening Gemserv's position as an energy industry leader

Gemserv launched CodeWorks within four months of project kick-off. The platform has already improved SEC parties' experience when navigating the SEC.

When Gemserv surveyed SEC participants,

100%

agreed it was an improvement over the old, patchwork, manual system.

The users thought the platform has a great front end and that it gives them the ability to read and filter documents effectively, and link information in a logical way. This is better than basic bi-directional hyperlinking, because the nature of the relationship between two documents can be tagged for easier navigation.

Users can 'mix and match' different versions of the same document to compare their differences, even if they're not current They can also filter documents, hide paragraphs that aren't relevant to them, and link to modifications, which makes it easy to find out where and how the text was changed.

More importantly, launching CodeWorks has strengthened Gemserv's position as a forward-thinking market leader:

> "CodeWorks has been a game changer as it does many things that aren't possible with a PDF document, such as filtering the text by tag or linking documents together. It is helping customers engaged in regulation and policy management to do more with their time as it makes essential information easier to access."

76%

found it easier to find
related content
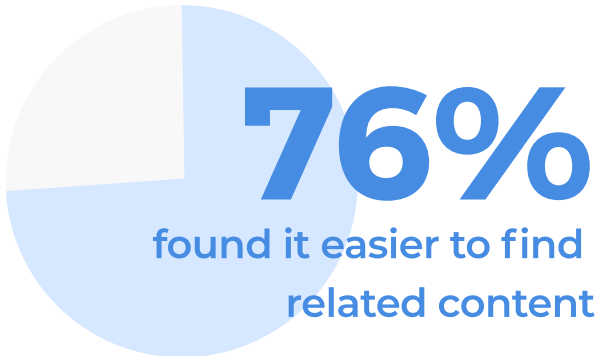
The takeaway:
Strong partnerships
unlock new possibilities

No matter how impressive your organisation's track record is, you can still benefit from working with others. The key thing is to make sure you partner with the right organisation. One that not only understands your needs and meets your business requirements, but is also open to enhancing their offering in ways that will further your goals.

"Working with ClauseMatch has been an all-round good experience. They made an effort to understand our use case and how they could implement changes to their platform that would improve it. And the support team quickly responds and resolves issues."

100%

prefer using ClauseMatch
over pdf

Want to learn more about how partnering with ClauseMatch can help you achieve ambitious goals and get industry-leading tools to market more quickly?

Let's chat!