



**Contour**<sup>®</sup>  
By Correla

**Keeping your data in shape**



Contour is our process workflow platform that **intuitively** maps out processes, while **keeping users in control** of their data.

**Contour allows users to take control of their end-to-end processes with full transparency. Users can engage with, query and update data within their own energy sector portfolio while communicating with all connected third parties in a safe, secure manner.**



It's well known that the systems and data underpinning the energy market can be complex. The disparate nature of how the many available platforms have been developed, combined with the constant demands of security and regulation changes, points to the need for a more focussed, flexible solution.

#### **That's where we come in.**

With Contour, users can engage with and manage their entire process cycle in one, centralised, secure environment. The platform identifies bottlenecks in workflows and allows users to make changes that will have a meaningful impact on day-to-day performance and overall business efficiency.

Contour is used by customers to maintain their portfolio through the ability to create, challenge and amend their data, which can then result in an amendment to their incurred industry charges.

It removes the need for significant manual input which can be prone to error, therefore reducing customer effort and frustration. Better data validation, the ability to upload supporting documents and a direct communication interface with improved MI all enable speedier query resolutions delivering an overall exceptional customer experience.

Like all of Correla's platforms, Contour has been developed based on real-world scenarios; from feedback gained in over 50 workshops with 200+ customers. The most common pain points that were identified have shaped the platform from the beginning and the collaboration continues today.



# Staying in front of change

Due to the rapid pace of change and the demands of regulation on the energy sector, it's easy to understand how the software that supports it can become quickly outdated.

Legacy systems may become more of a challenge to bring in line with business objectives or integrate with newer technologies, potentially slowing innovation.

Contour brings both adaptability and affordability, combining the features you would expect from leading customer relationship management (CRM) platforms, with the tools to interact with your data for end-to-end transparency.

Completely cloud based, updates and new query functionality can be pushed to users without disruption and the benefits enjoyed without the need for extensive investment in both cost and time.

## Key features

Contour ensures correct processes are followed, guiding users through required steps and the actions necessary to complete work in a controlled, highly secure way. It uses real-time data updates to make automated decisions on key industry workflows, surfacing key actions for users.



**Full transparency of end-to-end process flow**  
A highly intuitive user interface engineered to present all the information you need in one place.



**Easily contact multiple parties**  
Communicate with nominated teams in one highly secure environment, removing the uncertainty of regular email or sharing platforms.



**Audit trail**  
Every stage of every project held within the system is retrievable or accessible at any time. From completed actions, to data uploads, total transparency at all times. Of course, in-depth analytics and reporting are available at the touch of a button.



**Mange workflows / workload**  
Contour automates workflows to efficiently communicate and present tasks, approvals, required actions, allocations to specific teams, third parties or individuals.



**Upload multiple files**  
Contour can handle multiple file uploads, bringing efficiency to the process while keeping the most relevant files, safely stored and accessible in one place.



**Quality reviews**  
Contour brings internal quality checking capabilities to make sure content is accurate and consistent with the options to take action if changes need to be applied.





# Always looking forward

Contour was principally developed in direct response to the needs of the energy industry and work to evolve the platform is ongoing. With our ambitious development pipeline, in future, we see Contour and its key functionality being made available to a diverse range of industries. If end-to-end workflows can be automated, data tracked more effectively and communications securely maintained – Contour could add value to your business.

Our technology removes barriers, streamlines analysis and allows all market participants the opportunity to discover efficiencies.

Here at Correla we are driven by the fact that our expertise and SaaS solutions are **powering change** for customers, consumers and the wider industry.



## The Correla approach

### Powering change is the big idea that underpins our mission to transform the energy market into a simpler, greener place to be.

We find empowering solutions to complex data problems. Our platforms are totally adaptable, reacting to market needs and customer requirements, often ahead of the game.

This leads to all participants being more agile, finding cost efficiencies and delivering a fantastic service for their customers and consumers generally.



#### Our technologies are built around the key drivers for industry change:

- + Net zero obligation by 2050
- + Drive for renewable energy sources
- + Ofgem requirement for faster switching
- + Smart meter roll out
- + Energy code evolution

Want to find out more about Contour and how it can transform how your business approaches the management of your portfolio?

**The power to change tomorrow starts with a conversation today.**

**[contact@correla.com](mailto:contact@correla.com)**  
**[correla.com](https://correla.com)**



**powering change<sup>®</sup>**  
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