



Simply Group



Axos Systems

No.1

# Case Study

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**Billing  
System**

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**From Zero to Top Billing**



**Firstgas<sup>®</sup>**

# Case Study

## Billing Systems



Simply Group



Axos Systems

## The Problem

**When First Gas Limited purchased Vector Gas Limited's gas distribution assets, the company had no supporting information technology infrastructure or systems in place, and a target of three months to establish an auditable, fully functioning billing system.**

**"The ability to bill is inherent to the success of any business," says First Gas Distribution Commercial Manager Matt Wilson.**

**"First Gas wanted to be able to operate as an independent business and ensure accurate billing and compliance. We needed a fully functional, auditable, viable billing system that was completely compliant in a very short space of time."**

With no history, limited existing infrastructure and no systems or processes for gas reconciliation and billing functions— First Gas engaged Simply Group to supply the company with a billing system and service.

## The Solution

**Initially, equipped with the previous owner's invoices, Simply Group together with their IT partner, Axos Systems, worked with First Gas to back work methodology for outputs – in essence, figuring out an accurate billing process from their expertise in billing and tariff structures together with copies of customers' previous invoices.**

Everybody within First Gas was learning the processes themselves, which meant Simply Group's team had to work iteratively rather than from a full list of requirements.

**"Simply Group was able to lean on its experience, intellectual property and white label utility billing system to determine the business rules and put together a compliant system."**

**"Axos Systems' specialisation in IT systems for the energy and utility sector meant they could bring real agility and speed to market, which was key to succeeding in this project."**

With a number of other IT projects running parallel to the gas billing system, First Gas needed to be sure that Simply Group would get on with the job.

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## The Outcome

**In what amounted to an agile development, Simply Group put together a prototype billing system to generate invoices within the expected timeframe and budget.**

**"Simply Group were open and collaborative throughout the process, delivering a customer focussed, can do service attitude from the outset. In any project, we consider this the most favourable outcome that anyone can expect."**

**"We're now looking at where else we can utilise Simply Group's services, because they're a company that is willing to look at a problem a bit differently. Their willingness to work within our requirements from the start is what sets them apart," says Matt.**

From Simply Group's perspective, the company had set a goal of moving beyond electricity to multi-utility services and the First Gas project represents an important milestone in the company's evolution to a broader utility services business.