Emerald
Data Sheet

Emerald is a relationship management solution for the UK's water Wholesalers and Retailers.

Wheatley's Emerald software is a new proprietary solution designed specifically to help manage the relationship between water Wholesalers and Retailers.

With its automatic data management, Emerald services both water Retailers and Wholesalers in one system. It's a next generation browser-based application that can be accessed anywhere.
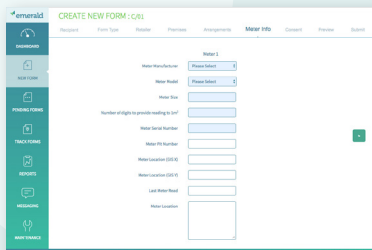

Fig 1: Application dashboard
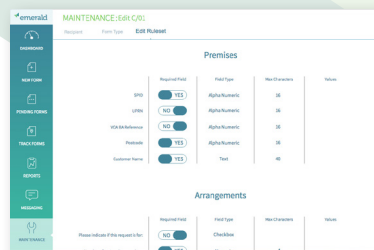

Fig 2: Form submission

Fig 3: Form validation controls

Scalability
Emerald has been designed from the outset to be able to work effectively for the processing and storage of any volume of data, with no discernible impact on performance.

The solution can be scaled to quickly and easily adapt to notable fluctuations in volumes and because all applications we deliver are fully supported through managed hosting you can be sure that all your data and availability of service is secure.

Solution Integration
Wheatley have broad experience working with both small independent customers or large scale organisations using enterprise solutions that often centralise diverse business divisions. As such we understand that customers require us to offer flexible and cost effective integration solutions to make them work effectively in an integrated business.
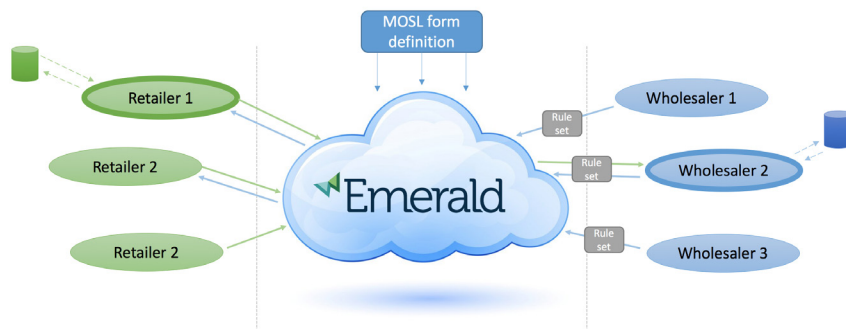
Why Emerald?
Adopting Emerald will provide noticeable benefits:

- Simplifying the mechanism by which Retailers submit forms to Wholesalers

- Significantly reducing the risk of incorrect forms being raised, minimising wasted time

- Reduction in the number of static forms received, meaning all required information is available first time

- Providing a portal for Retailers to communicate with Wholesalers to work proactively

- Provision of an evergreen solution that will reflect future changing requirements

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Features of Emerald

- Secure cloud-based portal enabling Retailers to raise form requests and communicate in a controlled way

- Validation of requests at the source to a set of clearly defined business rules before transmission. This includes options to create company-specific rules against each form

- Capability to attach additional information/documents to the forms

- Through company-specific rules, additional flags can be included to raise awareness of things such as special needs, hazardous locations, etc.

- Tracking and monitoring of forms, in terms of their progress, with visibility provided via a dashboard and form-tracking capability

- Capability to set alternate SLAs against a form to align with any internal targets

- Self-service capability to create new forms as needed

- Provision of a direct messaging option with full audit trail to cater for instances where a form does not exist

- Ability to post returns/replies to the instigator including a full audit trail

- Company branding on your portal

Who are Wheatley?

Wheatley are a technology-led company rather than sales-led, which means we look to build solutions that meet client-specific needs not simply supply a range of off-the-shelf products.

We take pride in being experts in our field and work hard to retain and enhance the knowledge required to deliver the benefits of deep domain expertise to our customers.

Wheatley have over 25 years of experience providing market messaging solutions to industry standards within the UK energy sector.

We take pride in supporting all our customers and look to develop two-way relationships that enable strategic support and mutually agreed products to ensure solutions delivered are fit for purpose.

If you would like to find out more
call Wheatley today on 01449 781001
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www.wheatleysolutions.co.uk