

Customer Briefing Note 011

Integrated Transaction Management

Edge Background

Edge is our flag-ship web-based software solution for retail water and waste services suppliers in the UK.

Edge has been designed and built from first principles to provide a complete “Business in a Box” for both established and new entrant Licensed Providers.

The Edge system allows seamless operations across the UK – in both the Scottish and English markets.

Edge runs on the Microsoft “Azure” cloud platform, and provides unrivalled flexibility, security and availability.

Deployment of Edge is quick and easy, whether you are a new start or the largest water company in the country.

Transactions

Transactions are used extensively in the English and Scottish markets as a means of structured communication between Licenced Providers (in our case Retail Companies) and the Market Operators (MOSL and the CMA).

Transactions can go in both directions – from the LP to the Market Operator (Outgoing) and from the Market Operator to the LP (Incoming). There are different Transaction types for Outgoing and Incoming Transactions, and the way that Edge handles each of these type is also different.

Whilst the Scottish and English Transactions are similar, they are not the same. Scottish and English market use different sets of Transactions and related Data Items.

Please see CBN010 for more information on Transactions and Data Items for both the English and Scottish markets.

Transaction Management

The approach used by Edge for the management of Transactions is similar for both English and Scottish markets. However, because the Transactions and Data Items are different in each market, then Edge needs to consider each type in a slightly different way.

Here we will focus on the different approaches adopted for managing the integration of Outgoing and Incoming Transactions, since these approaches are the same for both English and Scottish markets.

Outgoing Transactions

The Edge system provides a fully integrated and automated approach for the creation and dispatch of outgoing Transactions.

Because the Edge Transaction Engine is fully integrated there is no need for separate middleware to handle transactions. Edge does everything automatically for all Transaction types.

For manual data updates this works as follows.

The Edge user will update SPID data directly on the Edge screen and then select the “Save” button.

This does two things. The data item is saved to the database and the Edge Transaction Engine picks up the data and automatically creates an outgoing Transaction.

The outgoing transaction is formatted using a published XSD (XML Schema Definition) file so that the Transaction XML conforms exactly to the required file structure for the Market Operator. This means that Edge Transactions always pass Market Operator validation.

For bulk data updates the process is similar.

A good example is the Edge Meter Reading loader. When a meter reading file is loaded to Edge, the meter read data is loaded to the Edge database. In parallel with this, the Edge Transaction Engine collects the data required for the meter reading Transaction(s) and automatically creates and send the Transaction(s) to the relevant Market Operator, either MOSL or the CMA.

Incoming Transactions

The management of Incoming Transactions is also fully integrated with the Edge system. When the Market Operators (MOSL or the CMA) send a Transaction to the Retailer, it is automatically collected by Edge. The mechanism for loading Transactions is different for MOSL and CMA transactions, but Edge handles all of this behind the scenes.

The incoming Transactions will appear in a Transaction screen in Edge, where the details of the Transaction and the core xml can be viewed.

Transaction loading can be completed Manually or Automatically depending on the Transaction type and how it has been set up in Edge.

If the Transaction is configured to be Manually loaded, the user will need to simply click the “Load” button that is adjacent to the Transaction row. The Transaction data will then be loaded to the Edge database and the SPID Notes will be updated to reflect this change.

If the Transaction is configured to be Auto loaded, then no action will be required by the User. The Transaction data will be automatically loaded to the Edge database and the SPID Notes will be updated to reflect this change.

Edge Transaction Processes

The Edge Transaction Engine has been built to accommodate ALL market transactions for both English and Scottish markets.

A comprehensive set of process diagrams is available to show the detailed processes for each of the incoming and outgoing transactions. These diagrams are available for Edge system subscribers on the Edge application, also on our website.

See www.cloudwater.co.uk

An example of a process diagram for the sending of meter reads (T005.1) to the CMA is shown in Figure 1.

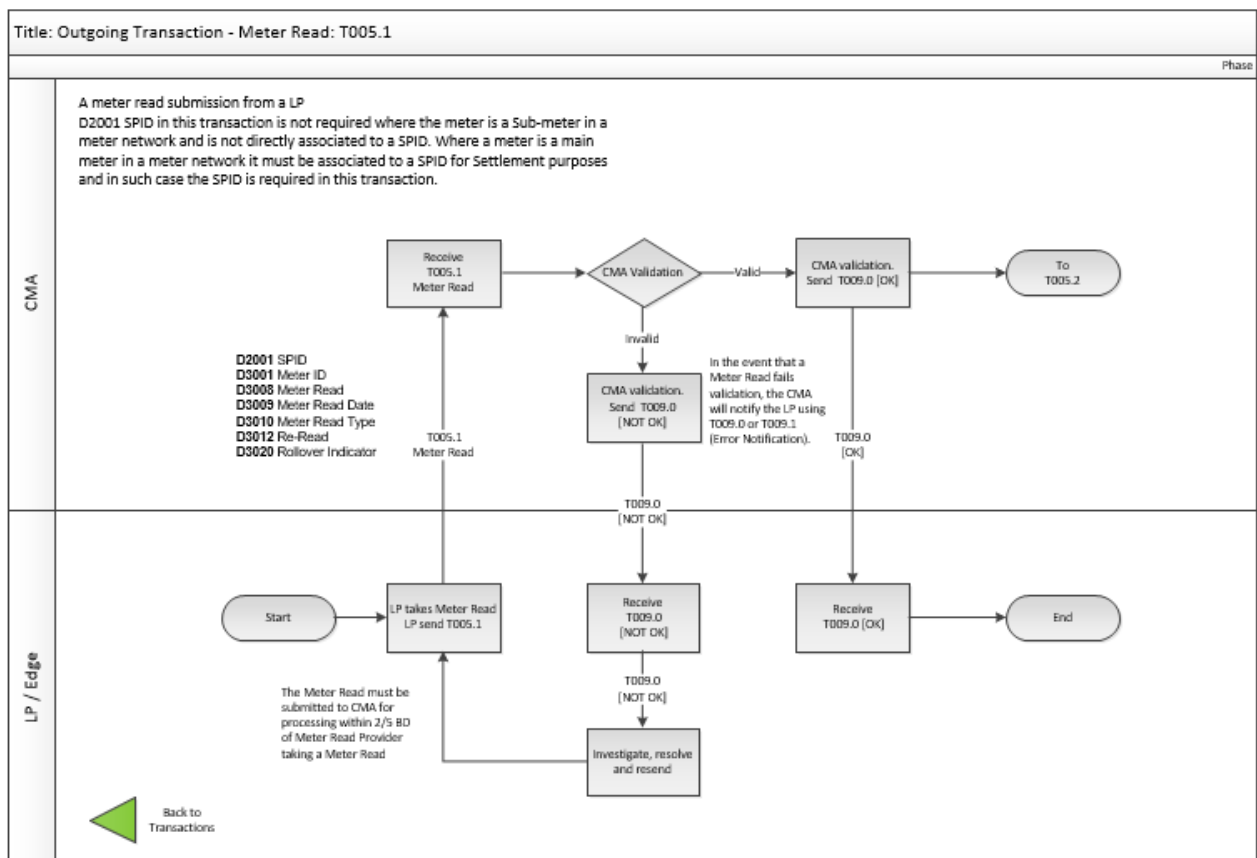


Figure 1 - Process for T005.1 to the CMA

Related Customer Briefing Notes (CBN's)

You may also be interested in these related CBN's

- CBN001: "Edge Overview"
- CBN002: "ADC Billing"
- CBN003: "Volumetric Adjustment"
- CBN004: "Metered Billing"
- CBN005: "Block Tariffs"
- CBN006: "Consolidated Billing"
- CBN007: "Published Tariffs"
- CBN008: "Manual and Automated Billing"
- CBN009: "Bill Output Formats"
- CBN010: "Market Transactions and Data Items"
- CBN011: "Integrated Transaction Management"
- CBN012: "Bitemporal Updates"
- CBN013: "Market Data Set"
- CBN014: "Market Pricing"
- CBN015: "SPID Transfers"
- CBN016: "CRM Module"
- CBN017: "Data Quality"
- CBN018: "Meter Reading Management"
- CBN019: "Sub Meters and Complex Metering"
- CBN020: "Meter Exchange Management"
- CBN021: "Trade Effluent"

Further Information

If you require further information on any aspect of the Edge solution, please contact us at:

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