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nBS Transforms Market Interaction and Drives MHHS Compliance with ESG AFMS™

Discover how nBS partners with ESG to manage increased dataflow compliance and automate market interaction.

Case Study

About nBS

nBS (npower Business Solutions) is a leading energy supplier in the UK industrial and commercial (I&C) market. With deep expertise in the complex energy marketplace, nBS supports circa 18,000 businesses across multiple industries by delivering tailored energy solutions, actionable insights, and strategic decarbonisation initiatives.

The Challenge: A New Solution Required for MHHS

In spring 2023, nBS was driven to find a new market interaction solution that could handle the complexities and increase in data volume brought on by Market-Wide Half-Hourly Settlement (MHHS) requirements, and minimise manual intervention required from staff.

nBS took the decision to implement a new market interaction solution that would be fully compliant with MHHS, improve on the current automation and orchestration of data, and be scalable to handle the increased flow of data. The search then began to find a partner that not only understood the technical landscape but could also collaborate to deliver a tailored solution within quick timelines to be ready for MHHS.

The Solution: An Automated, Trusted Market Interaction System

nBS chose to partner with ESG and implement the ESG Automated Flow Management System (AFMS), an optimised and scalable market interaction platform that automates and orchestrates the flow of complex data. nBS's decision was driven by ESG's deep industry expertise, the breadth of AFMS, and a shared understanding of the challenges ahead.

“ Right from the beginning of the process, we were really impressed both with AFMS, as it was a tried and tested solution, and with ESG, due to the market expertise and industry knowledge they displayed. ”

— Rehana Dawud, Contract Manager, nBS

“ ESG have excellent industry expertise, are proactive, forward looking, and a great partner. ”

— Kate Jones, Head of Digital Technology & Change

Serving over 800 energy companies globally





Implementation began in mid-2023, with workshops, environment builds, and rigorous testing phases. Despite tight deadlines, the project successfully went live in May 2024, enabled by the strong collaboration between nBS and ESG.

“ I have worked here for over 20 years, and this has been the smoothest system change and migration I can remember. ”

— Chris Beasley, Revenue Assurance Manager

The Results: Reliable, Efficient, and Hands-Off

Since going live, AFMS has delivered significant operational improvements:

- **Automation and efficiency:** manual interventions have significantly decreased, freeing up staff to focus on strategic tasks. Data flow processes are now 100% automated, a vast increase on what was previously a 75% manual process.
- **Processing speed:** large 200mb D0275 file data flows that previously took up to eight hours to process now only take 30 minutes.
- **Improved accuracy:** registration performance has improved, eliminating costly duplication errors and saving both time and financial cost.
- **Enhanced trust:** the system “just works,” reducing internal queries and increasing confidence across the business.
- **MHHS ready:** nBS and AFMS are fully MHHS compliant.

“ From implementation to ongoing service delivery, ESG has been a breath of fresh air. It’s not just software, it’s a partnership. ”

— Rehana Dawud, Contract Manager, nBS



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For more information on nBS

Website: npowerbusinesssolutions.com

LinkedIn: linkedin.com/company/npowerbusinesssolutions

For more information and to request a demo, visit

esgglobal.com

About ESG

Energy companies rely upon ESG solutions to grow revenue, increase efficiency, and facilitate business innovation. ESG provides the broadest energy sector market and meter data management to deliver an energy transition platform that optimizes the customer-to-cash process for retail energy providers, utilities, and pipeline and storage companies. The company provides a full suite of financial, land, and field solutions that enable oil and gas producers, pipelines, renewables, and utilities companies to efficiently track and manage their business operations with less staff. Across sectors, ESG automates complex, time-consuming processes with an integrated suite of tools to reduce the cost to serve and increase efficiency through data and insights to get results that matter. ESG is SOC 2 certified in North America and ISO9001/27001 in the United Kingdom. We put the power of data in your hands.