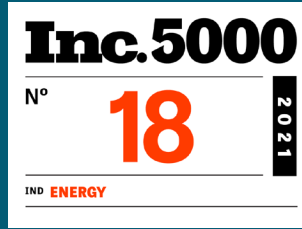


# Southface x Ekotrope Case Study



## Streamlining Quality Assurance with Cloud Computing

Southface Energy Rated Homes (SERH) is a leading RESNET accredited HERS Quality Assurance (QA) Provider that delivers best-in-class quality assurance, intuitive HERS credential management and innovative software solutions to enable a rating business's growth.

### Challenges

SERH was having difficulties making their QA program profitable. The key reasons were:

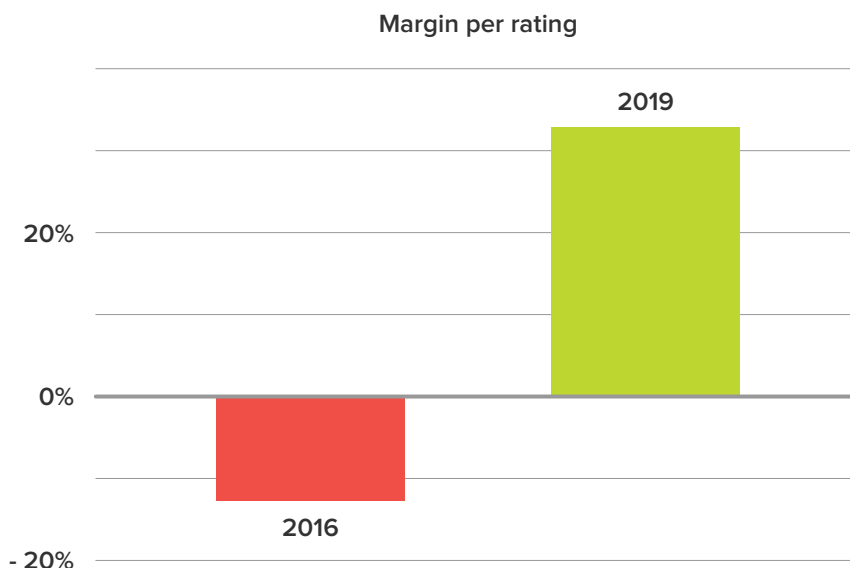
- SERH program managers' tenure was less than two years, leading to high training overhead and reduced efficiency.
- There were many inefficiencies built into their process, including endless emails with attachments, excessive clicking to upload ratings and error-prone QA tracking and invoice processing.
- There was an overwhelming amount of administrative work: 5-10% of the company's time was allocated to generating accurate invoices. There were several administration people on staff with the sole responsibility of processing energy models.

### About Ekotrope

Ekotrope is the most widely-used HERS rating software in the U.S. and actively supports many other building standards. Powered by a proprietary hourly energy algorithm, our software streamlines and automates every step of energy modeling including quality assurance. Combining this innovation with real-time collaboration among energy professionals, Ekotrope makes energy efficiency easy.

**“ Ekotrope's API combined with Southface's software prowess gave us the tools to provide new levels of service for our Rater clients and enabled us to invest in our mission like never before. ”**

**NATHAN BESSETTE**  
SERH Manager



# Solutions & Results

To solve this, SERH partnered with Ekotrope, the creator of the most widely used RESNET-accredited RATER software that streamlines and automates every step of the energy modeling process. The goal was to reduce overhead and streamline processes by integrating Ekotrope's automatic quality assurance checks and application programming interface (API) capabilities into SERH's processes. For example, SERH used Ekotrope's API to set up automated processes and integrations to replace manual processing, like extracting data and registering homes with RESNET.

## In 2018, SERH was able to:

1. Reduce overhead by 25%.
2. Flip their profit and loss statement from a negative margin in 2016 to a positive margin in 2019.
3. Eliminate tedious file transfer headaches.
4. Re-orient their work toward client-facing services and increase the service quality to their raters.
5. Submit projects to the building registry automatically.
6. Deliver a faster QA process with a 3-business-day turnaround.

## Ongoing Impact

SERH achieved this by leveraging Ekotrope's API to automate all internal-facing and non-value operations such as QA selection, file uploading, annual QA reporting and invoicing. SERH was then able to invest the cost savings in customer-facing services and support. After automating these processes and integrating Ekotrope's API, it now takes SERH less than 2 hours to generate their annual QA report, the program is profitable and administrators can now shift away from file processing and focus on client relations. The impacts from the SERH-Ekotrope collaboration have also advanced Southface Institute closer to its goal of reducing expended megawatt hours and lowering the amount of carbon released into the atmosphere.

