



Inside a HERS Rating Business

A Case Study

“We process ratings faster and this efficiency is continuously increasing. This is due to Ekotrope’s web-based and shared library platform.”



American Energy
ADVISORS

HELPING PEOPLE LIVE BETTER LIVES

We conducted an interview with a rater organization, American Energy Advisors, to learn more about their business. Please see below a summary of our conversation with three of their raters: Gabe Hanquist, Tracy Stewart and Ben Hallowell.

About American Energy Advisors

Headquartered in Omaha, NE, AEA is a leading provider of HERS ratings, HVAC and solar services to builders and homeowners. They have been in the residential market for 9 years. Their value proposition is to provide quality services to builders on ratings, HVAC and solar by doing things right and not just following industry standards.

For more information, visit their website: <http://www.aeadvisor.com/>

Why did you switch to Ekotrope?

Inefficient process working with libraries

Each computer had its own libraries, so we had to manually check components for accuracy. This added unnecessary overhead to our processes.

Poor versioning process impacted our efficiency

Manual installations and switching back and forth between versions meant that each version caused a meaningful overhead and added complexity to the process.

Opportunity to have access to technical support

We did not utilize a direct line to our old rating software team. Our support requests were sent to our provider. This took time and again slowed us down.

Great promise in cloud based technology

We believe that cloud technology has huge potential to increase process efficiency and data management.

We were looking for a software provider that we could partner with

We believe a partnership can allow us to reach new opportunities and offer more value to our clients.

What is the impact to-date of using Ekotrope?

Ekotrope's web-based platform makes our life easier. We are able to process ratings faster and this efficiency is continuously increasing.

We have one shared library with the ability to “lock” and merge components

This shortens the time it takes us to vet components and reduces errors.

Dealing with versioning is much easier

There is no installation needed and moving back and forth between versions is very easy.

Support is great

We have a direct link to Ekotrope that can assist with technical issues.

Ekotrope's interface is very intuitive and friendly

This makes the rating process shorter and training of new employees much faster.

Our Goal is to start using Ekotrope in the field

This has great promise for further process efficiencies.

What did you learn during the trial period?

We liked Ekotrope right away. The ability to share the same library and database of ratings between users offered greater potential in terms of being able to work together, increase efficiency and enjoy doing ratings. We also learned that the software is very user-friendly.

Was it difficult transitioning to a new tool?

Ekotrope's support team helped us by converting all our ratings in progress and templates to Ekotrope, and was readily available to answer any questions we came across. The platform's user-friendly interface made it easier to find the same inputs we were used to. Initially, it took us some time to get familiar with Ekotrope and organize our libraries (vetting and merging components). We felt comfortable using Ekotrope after 3-5 ratings. Overall, the transition was easier than we thought it would be.

What advice do you have for new users?

One thing we'll say is that don't hesitate to use Ekotrope's help in the transition and in converting your files. All concerns that we have raised to-date have been fixed. Whenever we reached out to the support team, we got a very fast response which made a lot of difference.

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