

# Powering smarter energy choices

How Resillion helped a leading UK energy provider launch new smart energy products seamlessly

## The challenge of real-world readiness

The company is helping their customers take the reins on their energy use through a new generation of smart products that are designed not just to save money, but to support a greener, more flexible energy grid too.

Two of those products are already changing the game. The first allows customers to charge their electric vehicles automatically at the cheapest and greenest times of day. The second introduces dynamic pricing features like half-price weekends to encourage smarter energy consumption. Both are part of the organisation's wider drive to build trust, reduce carbon, and make smart energy accessible at scale.

But launching these kinds of services isn't easy. Behind every feature is a web of backend systems, third-party integrations, mobile apps, and (most importantly) real-world hardware. The provider needed more than a few automated scripts. They needed complete confidence that these services would work seamlessly in the real world, not just in the code.

## Company overview

One of the UK's leading energy providers, delivering electricity and smart energy solutions to homes and businesses nationwide. As part of its Net Zero strategy, the company is investing in digital services that empower customers to manage energy use, lower costs and reduce carbon footprints.

## Location

United Kingdom

## Industry

Energy and Utilities

## Resillion's services

- End-to-end integration and system testing
- Real-world testing with EV chargers and in-home devices
- Automated regression and scenario testing frameworks enabling 24/7 continuous testing
- Mobile app and user interface testing
- Advisory support for rapid product rollout

## Key business outcomes

- Rapid and successful roll out of new money-saving product features to nearly 300,000 end customers
- Future product features can now be launched to market faster, with confidence, providing a significant competitive advantage
- 80% reduction in testing cost and effort to develop new smart-energy product features

# A complex ecosystem, rigorously tested

Working closely with the energy provider's product and engineering teams, Resillion delivered a comprehensive testing approach. Integrating automation for efficiency and reusability, it covered everything from app interfaces and pricing engines to real EV charging points and energy monitoring devices.

This wasn't just a theoretical exercise. Resillion built test environments using live hardware and real-world scenarios, modelling exactly how users would interact with the products under different demand and tariff conditions. The team tested full journeys from beginning to end, making sure that dynamic pricing rules were being applied correctly, EVs were charging at the right time, and the apps were displaying the right information and all of it at speed and at scale.

Resillion's automated regression testing frameworks supported continuous updates, reducing the time elapsed in testing by 50% while also reducing testing effort by more than 90%. As features evolved and new integrations were added, the testing kept pace, giving the organisation the strong foundation it needed for long-term product development.

## From zero to 300,000

With Resillion's support, they were able to scale from pilot to full launch of their ground-breaking new product features to nearly 300,000 users within weeks - an ambitious and successful scale-up that simply wouldn't have been possible without total confidence in the product's performance.

The company's customers experienced a scheduled charging solution which was intuitive, simple and effective.

The custom-build automation frameworks enable the company to move faster across its entire product estate. Testing that once took days of manual effort can now be run repeatedly and automatically. And as new features, devices or pricing models emerge, the groundwork has already been laid to support them.



Continuous  
automated  
testing 24/7

### Built for what's next

As energy providers continue to embrace dynamic pricing, EV integration and smarter home technologies, the ability to test these services in a realistic, end-to-end environment is essential. Resillion's work with this energy provider has shown what's possible when testing is handled not as a final box to tick, but as a core enabler of innovation.



Bill Chard of Resillion:  
“Getting these products to market quickly and confidently meant testing the real thing, not just the code. That’s where our partnership with this leading UK energy provider really delivered.”

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