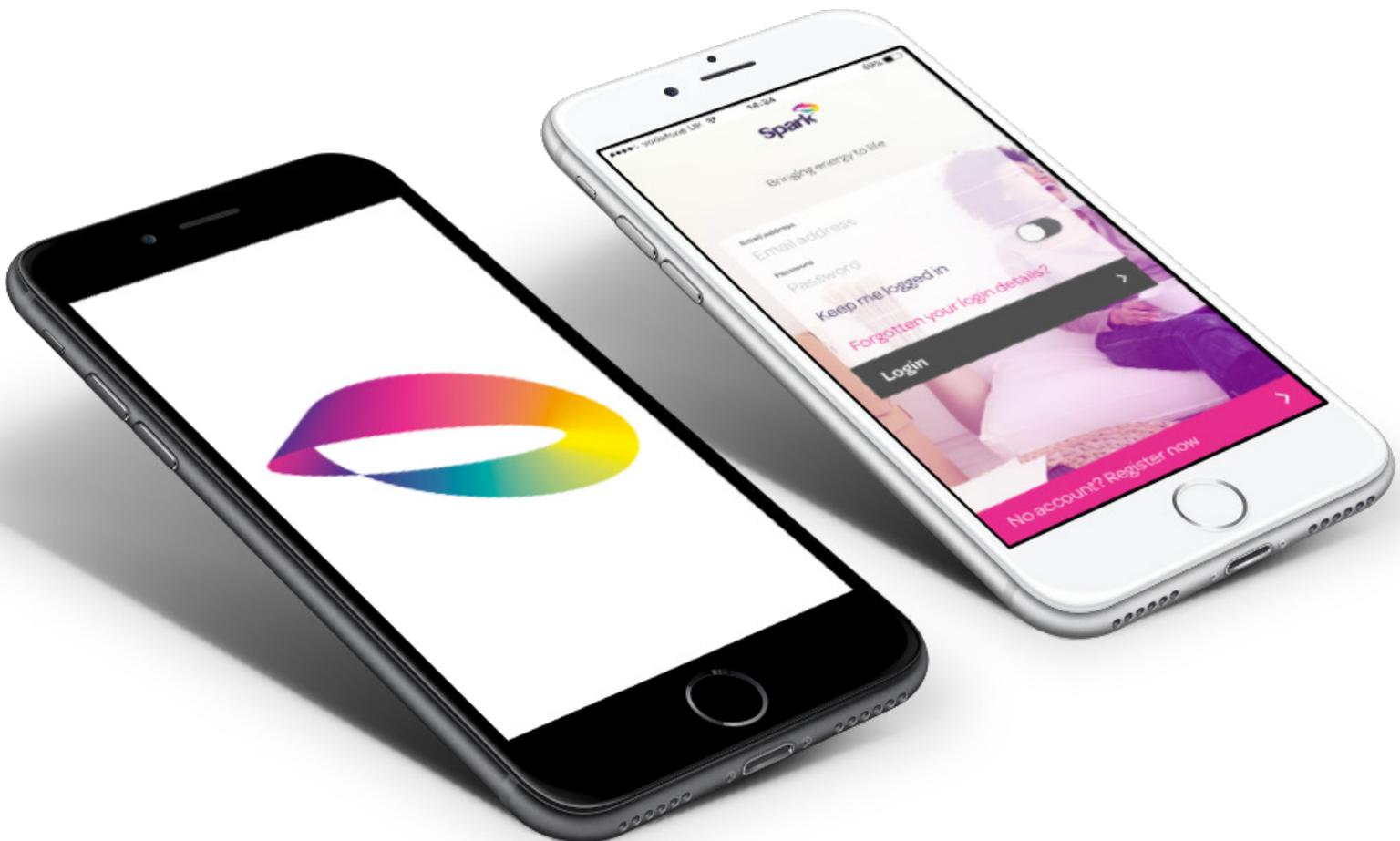




Spark Energy are the U.K.'s leading energy supplier for U.K. tenants. They pride themselves on providing a refreshing alternative to the 'Big Six' with top customer service and innovative technology.

Spark Energy approached Red C unsatisfied with the performance of their existing app developers. We carried out a detailed code review and made significant fixes to improve the app's technology and user experience.



Problem: Spark Energy were unhappy with the lack of communication and progress of their existing app developers.

They needed a team who would commit to the project and share regular updates.

Solution: After meeting with Spark to discuss the issues they were facing, Red C carried out a review process which included a detailed code review, bug fixing, and a consultation period. After the success of version 1, we started working on new features for version 2 which has recently been released in the Store!

Process

Detailed Code Review: The code review included refining the file structure to meet industry standards.

Bug Fixing: We carried out an in depth app testing period to identify any bugs or problems, in order to create a stable base for future development.

Consultation Period: With our understanding of the product, we re-scoped the work. We suggested and implemented new features, before releasing version 1.

After the success of the first release, Spark Energy asked Red C to update their system. Most recently, Red C have upgraded the meter reading user interface and introduced an in app support chat for any users with questions that need to be answered right away. The new features are now in full swing and have had a positive response from users.

With Spark energy, we provided agile 'short sprint delivery'. Once the app was in the store, we provided Spark with weekly builds for the next 8 weeks. We used Trello, the Project Management tool of Spark's choice to communicate the bugs to be fixed. We continue to be Spark Energy's preferred mobile development partners.

Features and Functionalities:

- > View account balance
- > Submit meter readings
- > Account history
- > Make a payment
- > View and change energy plan
- > Edit your contact details
- > In app support chat

Technologies Used:

