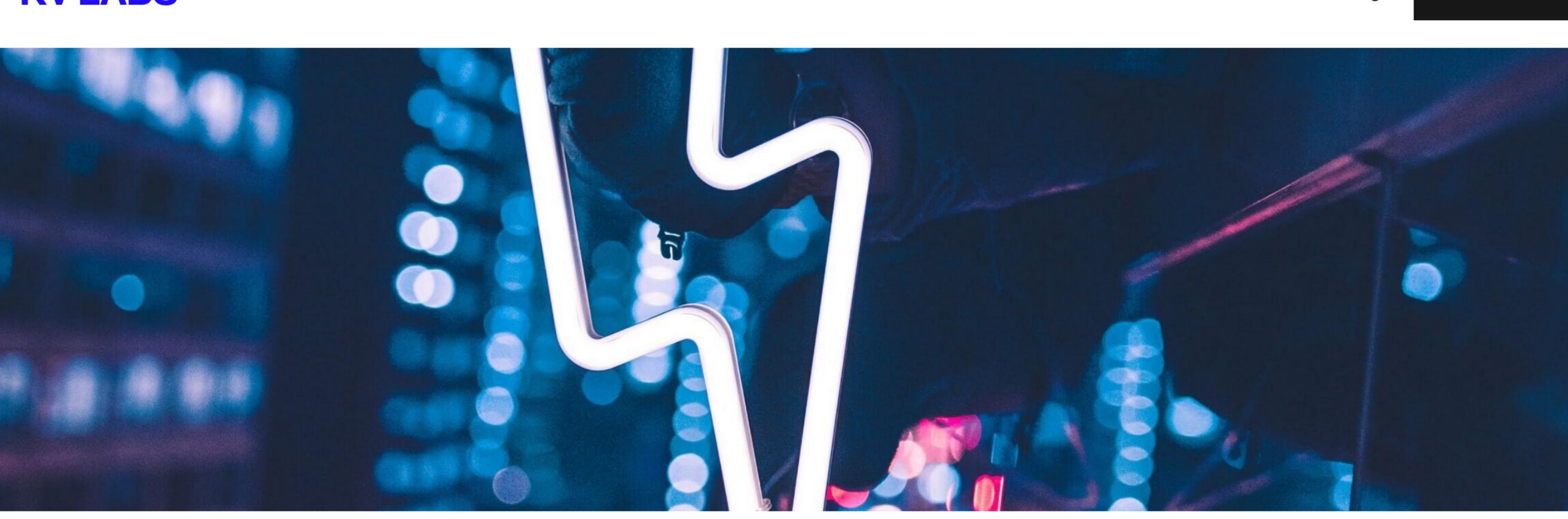# Gemserv Case Study: Making the ambitious achievable

How do you design, develop, and implement an online code management platform for the energy industry in 4 months, when you've never done anything like it before?

For 18 years, Gemserv has been a leading provider of professional services to the public sector, utilities companies, healthcare, and businesses in other regulated industries.

From consultancy to digital transformation, project management, procurement, and testing and assurance, Gemserv have been trusted by the likes of the NHS, HMRC, Transport for London, and Moto, the largest motorway service area operator in the UK. But when it came to their latest project, the time-frame simply wouldn't have been achievable had they relied only on their in-house capabilities.

Enter KV Labs, which helped them quickly get up to speed with the project's complex technicalities so they could deliver to spec, on time, and on budget.

The challenge: bringing the energy industry into the 21st century

Compliance in the energy sector is challenging, to say the least. But many companies don't have the right tools to adapt to the continually shifting landscape. With this in mind, Gemserv decided to develop a tool that would streamline energy companies' workflow and save them time and money.

Gemserv's Head of Code Management Sarah Gratte says:

> *"Most energy providers spend days on end trawling through hundreds of pages of legal text, many of which are completely irrelevant to them. Gemserv wanted to create a platform that would make it easy for the whole market to adapt to changing regulatory requirements more quickly."*

But while Gemserv has a proven track record and highly experienced digital transformation, project management, and procurement teams in-house, the project was still a challenge.

> *"We had to build relationships with software providers, which took time,"* says Gratte. *"And we typically use a waterfall project management methodology, whereas this had to be agile."*

Gemserv's Director of Business Development & Consultancy Jonathan Harley continues:

> *"We also needed to get to grips with the highly technical requirements around how regulatory technology is implemented, understand what was on the market in terms of solutions, and go through the different approaches we could adopt."*

All these challenges made delivering a platform they could position as an industry leader in four months *"a very tough task, to put it mildly."*

KV Labs' approach: Putting industry expertise to work

Gemserv met KV Labs through ClauseMatch, a RegTech company that has built an AI-powered governance, risk, and compliance platform which Gemserv were thinking of using as the basis for their platform. After researching the industry and taking stock of the project, KV Labs quickly took charge.

KV Labs divided the project into stages.

First, we created a proof of concept. Working closely with Gemserv and ClauseMatch, we developed a methodology we then workshopped in order to refine it. We then demoed the proof of concept to the board and helped Gemserv build a strong business case for investing in the project.

With the proof of concept confirming we could hit Gemserv's requirements and benchmarks — and having won over stakeholders across the organisation — we moved on to the implementation phase.

Here, KV Labs took ownership of the development roadmap, liaising with the different teams involved, working through issues, and making sure milestones were hit on time.

Of working with Karina and KV Labs, Gratte says:

> *"From our working together during the proof of concept, it was clear to us there was no-one else we'd rather have on board to help with implementation. We were impressed by the speed at which Karina picked up industry knowledge, background, and insights. And she went above and beyond, reading documents we wouldn't have expected her to go through just so she'd have as much knowledge and background as possible."*

The results: Cementing Gemserv's position as a leading professional services provider

With KV Labs' help, Gemserv created a platform that is already making waves in the energy industry.

Gratte says:

> *"The platform is still bedding in with our stakeholders, but everyone so far has been incredibly positive. We've made it possible for businesses to search for terms and clauses and immediately home in on what's relevant to them. This saves significant amounts of time and slashing overheads."*

Launching the platform has strengthened Gemserv's position as a major market player. But working with KV Labs has also allowed them to optimise other parts of their offering so they can provide a better customer experience:

> *"We're now in a stronger position. We've even managed to create future development roadmaps. And Karina has given us invaluable insights into other technical projects and put us in touch with software providers that'll enhance our service offerings."*

The Takeaway

Even highly experienced organisations with a proven track record sometimes need outside expertise. When this happens, it's important to partner with a company that can quickly grasp the issues, understand your requirements, and slot themselves into your culture with ease.

Gratte says:

> *"We were worried about bringing in a contractor to assist us with implementation when we had internal digital transformation and project management capability, but our staff were soon treating Karina like a member of the team.*
>
> *Everyone who worked with her was impressed by her knowledge, experience, and insight. We wouldn't have been able to achieve what set out to do in such a tight time-frame without her. "*

Harley agrees:

> *"Karina has deep product knowledge and was able to make recommendations that saved us time and costs. She is also great on the business side. I've come to trust her, and believe her advice was extremely valuable throughout the whole process."*

Get in Touch.