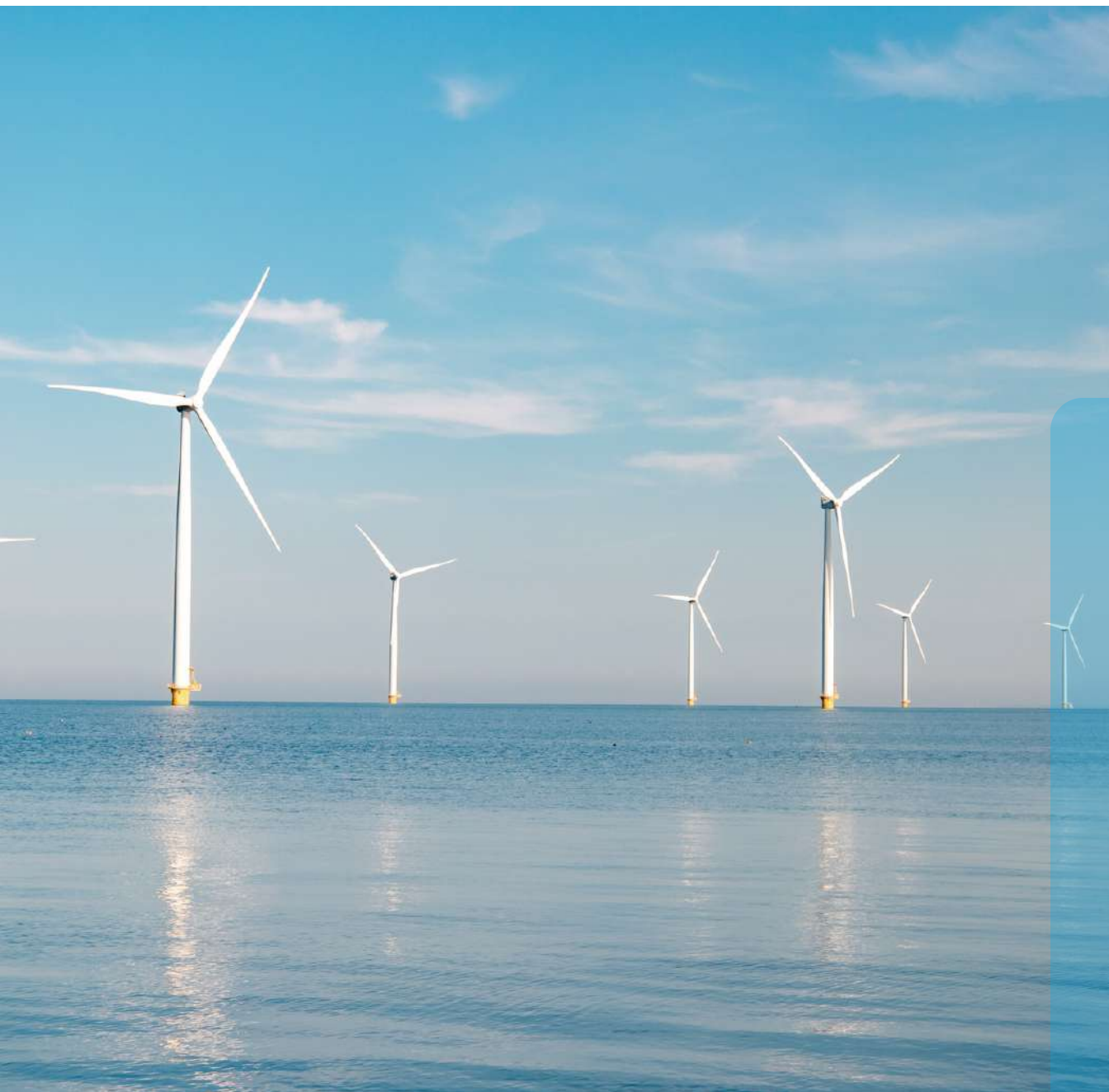


UTILITIES & ENERGY

CAPABILITY STATEMENT

ASSURING DIGITAL
SUCCESS SINCE 1997

kjr.com.au



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Where AI Innovation Meets Quality Engineering

With nearly 30 years of experience delivering quality outcomes for Australia's leading organisations, and more than 15 years at the forefront of AI and machine learning, KJR ensures digital systems are not only innovative, but also reliable, secure, and fit for purpose.

We de-risk technology solutions and investments so our customers can harness technology for meaningful impact. We have long-standing expertise working with customers in the utilities sector for many years.

IMPACT OF TECHNOLOGY ON THE UTILITIES SECTOR

The Australian utilities sector is undergoing significant transformation driven by regulatory changes, increasing demand for sustainable practices, and continuous technological advancements. As the energy sector transitions to wind, solar and other renewable energy sources, forward-thinking utilities are leveraging new technologies to facilitate the process.

Key technological advancements transforming the industry include:



Advanced Analytics & AI

support predictive maintenance, fault detection, leakage detection, demand forecasting and customer interaction workflows.



Enhanced digital interfaces

improve customer access to services, billing information, outage updates and support channels.



IoT Sensors

enable real-time monitoring of water quality, usage, infrastructure performance and field conditions.



Smart Grids & Smart Meters

support better monitoring, demand management and operational visibility across distributed networks.



Data Analytics

support better forecasting, asset planning, regulatory reporting and service performance monitoring.

The Australian utilities sector is leveraging technology to enhance operational efficiency, integrate renewable energy sources, and engage customers more effectively. They are upgrading or replacing outdated applications - often developed years or even decades ago, positioning themselves for long-term success in a rapidly evolving industry.

Data and business rule migration all requires extensive testing - where KJR stands at the fore.

Software Quality Engineering Services

KJR has built an extensive track record in delivering software quality assurance, having worked on some of Australia's largest and most complex technology-based projects. Our collective expertise ensures your business objectives are achieved to the highest possible standards.



Test Assurance & Governance

Improving delivery confidence.

As systems grow more complex, achieving quality requires clear assurance, structured oversight and alignment to business risk.

KJR provides independent quality assurance and governance, ensuring testing strategies drive better business outcomes.

How KJR Helps

KJR brings discipline and independence to your testing function. We align testing to real delivery risk, provide clear, evidence-based reporting, and give stakeholders the confidence to make the right decisions - before issues become incidents.



Test Automation

Faster delivery, lower risk, better quality.

As organisations modernise, manual testing alone is no longer sufficient to ensure reliable delivery.

KJR helps you deliver faster with confidence, ensuring quality is continuously assured as you deploy and scale.

How KJR Helps

We work with your teams to identify where automation will deliver the greatest impact, and we design and implement robust, scalable and maintainable automation frameworks aligned to your architecture and delivery pipelines.



Performance Testing

Reliable performance at scale.

When organisations rely on digital platforms to deliver services, even small performance issues can become costly. KJR gives you the assurance that your systems will perform when it matters most.

How KJR Helps

We assess how your systems behave under real-world load, identify bottlenecks across applications and infrastructure, and provide clear recommendations to improve stability, scalability and efficiency.

Software Quality Engineering Services

Whether you're defining a test strategy, modernising critical systems, or preparing for release, our experts provide the structure, assurance and evidence you need to reduce delivery risk and move forward with confidence.



Functional Testing

Systems that work. Every time.

Reliable delivery depends on systems working as expected across workflows, integrations and user journeys.

Our expertise ensures systems work as intended across real-world scenarios.

How KJR Helps

Structured functional testing approaches validate business processes, reduce defects and provide confidence that systems will perform reliably at release.



Test Data Management

Enabling reliable testing through controlled, realistic and secure data.

Modern testing depends on data that is available, consistent and aligned across environments. Without it, testing becomes unreliable, automation cannot scale and delivery slows down.

How KJR Helps

KJR's Test Data Management services ensure the right data is available at the right time, enabling effective testing, scalable delivery and reliable system outcomes.



DevOps

Speed up delivery. Strengthen reliability.

DevOps enables organisations to move quickly from idea to production by automating delivery, improving collaboration and increasing resilience.

How KJR Helps

KJR provides the assurance, tooling and practices needed to deliver at speed, while maintaining quality, security and operational stability.

AI Services

KJR has delivered AI strategy, governance, and assurance across government, health, infrastructure, environment, and finance, uniting our heritage in testing with leadership in AI integrity. Built on trust. Backed by data. Driven by intelligence.



AI Strategy

A clear, evidence-based direction for AI adoption.

AI Strategy defines where AI can add real value within your organisation and establishes a practical pathway for adoption. KJR helps you move beyond fragmented experimentation by providing clarity, priority, and feasibility thinking.

How KJR Helps

We work closely with executives and delivery teams to identify valuable use cases, evaluate feasibility, understand data readiness, and shape a realistic roadmap. Our approach balances ambition with operational constraints and aligns AI initiatives with organisational objectives.



AI Governance & Assurance

Keeping AI safe, reliable and predictable.

AI Governance & Assurance ensures AI systems behave as intended, safely and consistently. KJR establishes the oversight, safeguards and evaluation methods required to reduce organisational, operational and regulatory risk.

How KJR Helps

We design governance frameworks, evaluate risks, assess model behaviour and define checks and controls for safe AI operation. Our work ensures compliance expectations are met and stakeholders trust AI decisions.



AI Solution Architecture

Designing AI that fits your business.

AI Solution Architecture ensures AI solutions integrate effectively with systems, processes and people. KJR provides clear architectural direction to support secure, scalable and maintainable AI adoption.

How KJR Helps

We map business requirements, define solution patterns, identify integration points and establish architecture that aligns with governance, data, security and operations.

AI Services

Whether you're shaping a strategy, deploying new models, or assuring compliance, our experts provide the structure and evidence you need to innovate without risk.



AI Solution Delivery

Ensuring AI solutions are delivered correctly.

AI Solution Delivery provides clarity, oversight and alignment from business intent through to vendor implementation. KJR supports delivery without acting as an implementer, ensuring you remain in control.

How KJR Helps

We shape requirements, run assessments, review vendor proposals, perform quality checks and oversee delivery against the defined strategy and architecture.



Testing AI

Proving your AI works - now and over time.

Testing AI requires specialised methods beyond traditional software testing. KJR evaluates AI systems for behaviour, reliability, accuracy and safety.

How KJR Helps

We apply scenario testing, behavioural analysis, safety checks, drift detection and human-in-the-loop evaluations to ensure dependable AI performance.



Data Quality

Reliable data for trustworthy AI.

Data Quality ensures the data feeding AI systems is accurate, complete and well-governed. KJR strengthens foundational data layers to improve AI performance and reduce risk.

How KJR Helps

We assess data quality, identify gaps, recommend improvements and uplift governance to support both analytics and AI programs.

**HARNESS THE POWER OF AI
SAFELY, RESPONSIBLY, AND WITH CONFIDENCE**

INDUSTRY EXPERIENCE

KJR has deep experience working with some of Australia's largest utilities companies on transformative digital projects. The following provides a summary of some of our projects:



South East Water: AI-enabled chatbot assurance

South East Water implemented an AI-enabled chatbot to improve customer access to operational information and reduce pressure on support channels. SEW needed confidence that responses would remain accurate, appropriate and consistent across different customer scenarios as models, workflows and source content evolved.

KJR provided testing and assurance support across chatbot workflows, response quality and operational scenarios. The work included validation of AI-generated responses, review of source data quality, testing of customer verification and live agent handoff processes, and identification of inconsistent behaviours across customer journeys.

The engagement increased confidence in the reliability and security of the customer-facing digital service channel, reduced go-live risk, and provided better visibility of AI failure modes, operational risks and areas requiring ongoing monitoring. KJR helped South East Water establish a practical assurance approach for conversational AI operating in a live customer environment.

[Learn More](#)

AI & DATA QUALITY ASSURANCE

DEVOPS

A leading supplier group of natural gas and energy distribution was embarking on a major program of transformation to achieve operational efficiencies, meet regulatory requirements, and improve customer satisfaction. The program included leveraging new technologies, upgrading core systems, processes, and a shift to cloud-based infrastructure. This called for a trusted partner to advise and deliver key technical support with an efficient and flexible approach.

With these goals in mind, KJR was engaged to assist in discovering and documenting the current state of various systems processes and teams, so the impacts of change could be understood, and risks mitigated.

Outcomes achieved by KJR included providing a *clear understanding to the business executive of potential risks, options for mitigation, and opportunities for improvement*. KJR also delivered improvements to test automation processes, and *improved security* by enhancing DevSecOps integration and tool selection.

[Learn More](#)

INDUSTRY EXPERIENCE

AI & DATA QUALITY ASSURANCE

In order to harness the full potential of their data, driving operational excellence and cost efficiencies, a long-term customer wanted to unify their disparate data so that they could take advantage of new AI-enabled capabilities that would allow them to detect leaks and predict customer billing.

This required complex data ingestion and transformation using Databricks on the Azure platform. KJR undertook an AI implementation Risk Analysis and conducted thorough testing of data and transformations.

In addition to providing assurance to the customer their data had been ingested and transformed correctly and was secure, KJR also improved the customer's awareness of AI risks and of possible unintended errors in the data transformation. Successful project outcomes included *improved operational efficiency, enhanced end-customer satisfaction, and financial stability.*

[Learn More](#)

SOFTWARE QUALITY ASSURANCE

A large Government owned retail water corporation was undergoing a large-scale water meter exchange project covering the integration of workflows across systems. Their team required trusted resources to implement and test workflow integration for accurate and secure storage of data collected from newly installed water meters in homes.

KJR was engaged to conduct Quality Assurance services and verified integration of PEGA tools and IOT applications to ensure accurate and secure collection of data from water meters.

Comprehensive testing by KJR resulted in the successful centralised storage of data collected from household meters and the efficient reporting on meter performance. Benefits achieved by the client included *streamlined data management, improvements in performance monitoring of meters, and proactive issue resolution with affected meters.*

[Learn More](#)

INDUSTRY EXPERIENCE

TESTING AI & AI SOLUTION DELIVERY



South East Water: AI-enabled IVR assurance

South East Water upgraded its legacy IVR platform to improve contact centre responsiveness, customer routing and support during seasonal and emergency peaks. The new AI-enabled IVR introduced intelligent routing, real-time transcription, AI-generated call summaries and integrated agent workflows. SEW needed confidence that the platform would perform reliably across customer scenarios, operational edge cases and downstream system integrations.

KJR provided testing and assurance support across system integration, end-to-end functional validation and user acceptance testing. The work included testing and evaluation of AI-enabled IVR and conversational workflows, including speech input testing, IVR behaviour validation, conversational flow testing, reliability assessment, and validation of AI-generated transcripts.

The engagement reduced go-live risk and enabled South East Water to deploy the new IVR with confidence, with no critical UAT defects.

[Learn More](#)

OUR HISTORY

1997

With Y2K approaching, demand was high for technology and software testing. K.J. Ross and Associates was established in a garage on the Gold Coast by Kelvin J. Ross in 1997.

NOW

KJR has now grown to approximately 120 staff across four offices nationally. We're proud to say we have multiple staff whom have been with us for decades, and many long-term customers we continue to work with today.

KJR is a proud Australian-owned company which believes in harnessing technology for meaningful impact. With nearly 30 years in the tech industry, we are committed to delivering world-class professional services at a human scale.

Distinguished by our dedication to de-risking the technology landscape our customers navigate, we apply our industry-leading expertise in AI and software quality assurance to ensure our customers realise the full potential of their technology programs.

TOOLS & TECHNOLOGY

KJR has extensive technical experience delivering successful outcomes for customers. Here's a snapshot:

- UFT
- Selenium
- Microsoft Dynamics
- Microsoft Azure
- PEGA
- HiAffinity
- Pulse (Salesforce)
- XPRO
- Boomi
- Databricks
- Montage
- Octopus Deploy
- Team City
- BitBucket
- Azure Services
- Tricentis QTest
- Load Runner
- ServiceNow
- Energy Components
- IBM Maximo

— “ —

KJR provides the specialist skills to define project risk, testing, and assurance requirements



UTILITIES & ENERGY

CAPABILITY STATEMENT

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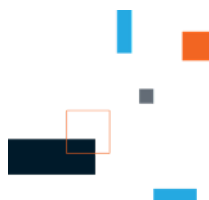
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