

## Moixa partner with ITOCHU corporation to enrich customer experience via the GridShare Client platform

ITOCHU have entered into a partnership with Moixa to deploy their SmartStar Energy Storage System hardware to customers with Moixa's GridShare Client service as part of the offering.

ITOCHU's Smart Star system is an advanced 10kWh storage system, that also provides whole home backup services in the case of power cuts or disaster scenarios. ITOCHU are deploying around 1000's of units a month and have a backlog of customers for the system.

### Outcomes:

Moixa has been working closely with the ITOCHU team to integrate their customer on-boarding process to the GridShare platform, enabling efficiencies in managing the life cycle of customers, designing and automating processes and increasing visibility of customer status.

### Project Highlights/Benefits

- ✓ Bespoke GridShare Partner tools
- ✓ Localisation in Japanese
- ✓ Increased efficiency customer life cycle management
- ✓ Optimisation of SmartStar battery for consumers



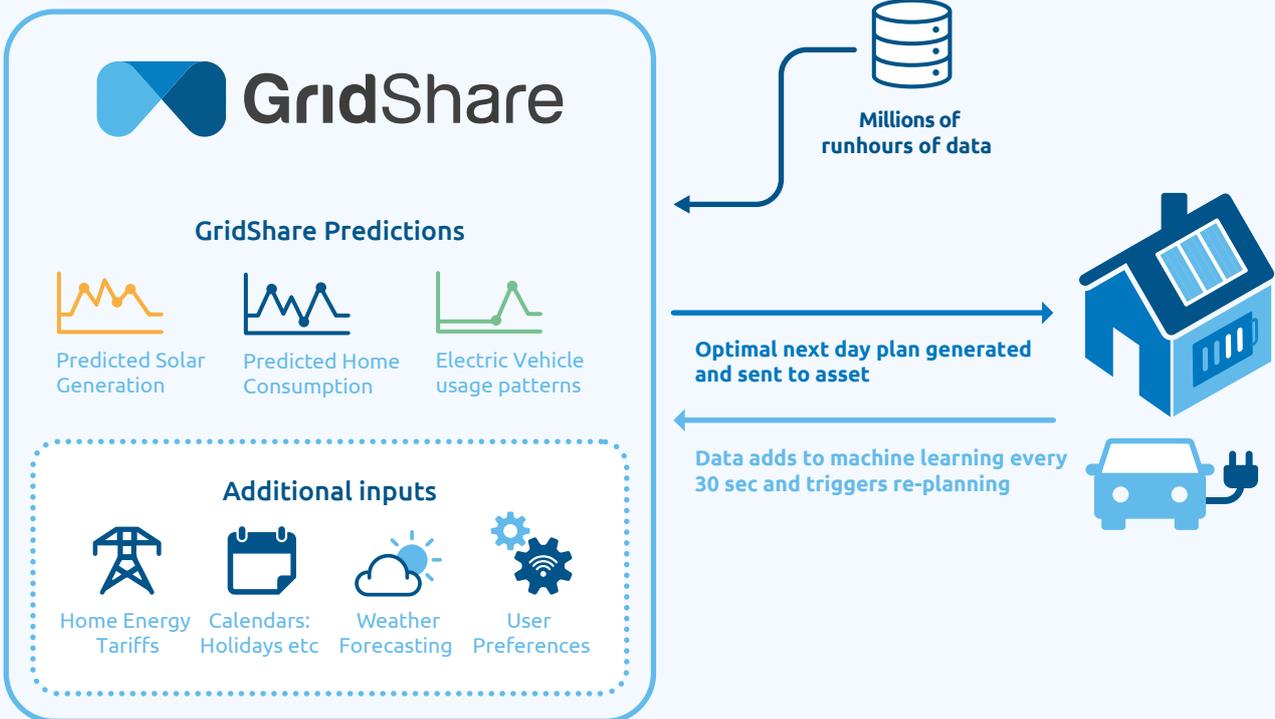
“ Moixa has pioneered battery management, and we are proud to be investing and working together to target the rapidly growing energy storage market in Japan. Moixa's GridShare will help our customers get more value for their home batteries and will offer solutions to help our partners manage Japan's low-carbon transition.”

Koji Hasegawa, General Manager of Industrial Chemicals Department at ITOCHU

## Moixa GridShare: Machine Learning

Moixa's leading AI software, GridShare, uses customer data to generate and refine predictions based on usage patterns and external influences.

### How do we optimise your battery performance?



## Localisation

Moixa has built technology to integrate the GridShare platform with the Smart Star ESS, collecting real time data from devices and enabling control operating mode and performance to optimise the value delivered to customers. Moixa's machine learning technology has been localised for Japan and ITOCHU's hardware, delivering daily optimisation for tariffs and predicted weather and the learned energy profile of the household.

Moixa has localised its GridShare Client platform to a Japanese language version for ITOCHU as part of this partnership. Providing client dashboards and mobile Apps that provide a mechanism for customers to understand their energy flow and savings. The platform will also compile and send by email to all customers a monthly summary email to increase customer engagement and keep them informed.





## Partner tools

Moixa are also customising and localising the portals and dashboards provided by the GridShare Partner component for ITOCHU. These tools will provide a way for them to understand the value that they are delivering to their customers, as a fleet and cohort by cohort, and also to be alerted for particular conditions on customer systems such as units going offline, or into fault conditions.

The platform will also enable ITOCHU to deliver other added value services to their customers, such as a quarterly email with the results of an ML analysis of which available energy tariff would cost them the least based on their personal energy use profile.



## Profile of ITOCHU:

ITOCHU, based in Japan, is one of the leading general trading companies. ITOCHU engages in domestic trading, import/export, and overseas trading of various products such as textile, machinery, metals, minerals, energy, chemicals, food, general products, realty, information and communications technology, and finance, as well as business investment in Japan and overseas. ITOCHU was originally founded in 1858, and has approximately 120 bases in 63 countries, and with revenues of \$44bn (\$1=JPY110) at the fiscal year end March 31, 2017.

ITOCHU has also invested in a number of internationally recognised brands, including Hunting World, LeSportsac and Mila Schon, and trademark rights for Converse in Japan. It invested in Paul Smith Group Holdings Limited, in 2006 based on a longtime license relationship, and invested in Kwik-Fit, the UK automotive specialist in 2011.

## About Moixa

Moixa is the UK's leading designer and manufacturer of a solar domestic battery and platform for managing storage services. The company acts as a full-service battery operator, providing smart hardware and software, called GridShare, to manage increasing fleets of distributed energy storage across for variety of customers, utility, local network and grid services.

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