



Automation allows ENECO to pay greater attention to customers



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ENECO Business to Business, the business customers' division of the Dutch energy supplier ENECO, supplies companies with electricity, gas and heating. ENECO wanted to streamline its IT systems and the business processes built around them, while simultaneously accelerating the development of new products and services. On top of that, it wanted to adapt its computer systems for e-business applications to further improve customer friendliness and reduce transaction costs.

For this reason ENECO decided to invest in the automation software Microsoft Dynamics AX and additional software from Itineris for automating all business processes from quotation to invoicing. As a result, the commercial and administrative staff now work faster and more efficiently. The financial management can better follow ongoing activities and the IT department can run the central computer system more efficiently. Modules for e-business can easily be added to the existing system. So ENECO expects an increase in turnover and rise in productivity such that the investment will pay for itself in two years' time.

Summary

Country: The Netherlands

Sector: Energy sector

Profile

ENECO is one of the three big energy companies in the Netherlands. ENECO's range of services includes the production, transport and supply of electricity, gas, heating and related services (metering, management, installation and invoicing). In total ENECO serves about two million commercial and domestic customers.

Challenge

ENECO wanted to streamline its IT systems and the business processes built around them, while simultaneously accelerating the development of new products and services. On top of that, it wanted to adapt its computer systems for e-business applications to further improve customer friendliness and reduce transaction costs.

Solution

After an extensive selection process ENECO chose Microsoft Dynamics AX supplemented with specific software and experience from Itineris. This total solution takes care of the automation of business processes from quotation to invoicing.

Benefits

- Faster and more efficient creation of new products (shorter time to market)
- Work according to standardised processes
- Less administrative and manual work
- Reduced risk of errors
- More attention given to contacts with the customer
- Customers are more satisfied
- Correct invoicing
- Efficiently managed system
- Increase in turnover thanks to automation
- Lower cost to serve

ENECO Business to Business, the business customers' division of the Dutch energy supplier ENECO, supplies companies with electricity, gas and heating. "To settle our product types and contracts properly and quickly with customers and then invoice them, we invested in Microsoft Dynamics AX," says Jeroen Bode, manager operations at ENECO B2B. "With this we have achieved three targets in one go: reducing the time to market since we can develop new products very flexibly, cutting the cost to serve and, as a result, gaining a better insight into our sales processes and the settlement of contracts."

Previously ENECO worked with different computer systems linked together, which showed room for improvement in the area of collaboration and user costs. Moreover, a number of customers requested e-business applications, which require an integrated and properly secured IT infrastructure. "Little by little the previous heterogeneous system began costing us too much time

"We expect the investment will pay for itself in two years' time."





"The flexibility of our proposal and contract phase is essential for serving our customers even better and being able to increase our turnover."

Jeroen Bode, Manager Operations at ENECO B2B

and money. Also, we needed to speed up the development of new products and services. The competition in our sector is very high, so we have to be able to develop very fast," according to Jeroen Bode.

After an intense selection procedure ENECO chose Itineris. It has specific software for utility companies based on the automation software Microsoft Dynamics AX. "We wanted a flexible system geared to our B2B department, where some 150 people work. On top of that, we were looking for a partner that would help us to think about our specific requirements right from the start. Itineris was already doing this during the proposal phase," explains Jeroen Bode. About 80 people in the sales and marketing department now use the new software.

For the users a lot has changed for the better. The business processes from quotation to invoicing are now automated. The approval process runs automatically, so that each document is validated by the right person at

the right moment. And the users obtain the data needed on a single screen. Thanks to Microsoft Dynamics AX, even data from other computer systems can be reproduced as if they are in the same system, "Compared to before this is a vast improvement. In the past our staff had to extract their information from different applications. Too often they had to switch from one system to another to look for extra information. The associated risk of error has been reduced to virtually zero by our central software. We can now also draw up contracts within a single system. Because everything is defined in a standardised way, the financial management can keep track of what is going on more easily. Users can also better follow the progress of their own activities. For example, they receive automatic notification if a proposal reaches its due date so that they can contact the customer. Moreover, we can pass information to the customer more quickly whenever they ask for it and the central system can be managed much more efficiently than our previous systems," says Jeroen Bode.

For more information

For more information about the Microsoft products described, call +32 (0)2 704 30 00 or visit www.microsoft.be/business/cases. There you will find other companies that use similar products.

For more information about Itineris, call +32 (0)9 386 01 02 or visit www.itineris.net.

For more information about ENECO, visit www.eneco.nl.

Businesses with several branches form an important target group for us, but it is relatively complex drawing up contracts for them and invoicing them. We want to serve that sector better with the help of Microsoft Dynamics AX. Moreover, our staff in sales and marketing can concentrate much more on offering the right product, which reduces our cost to serve. The customers get a reliable supplier and the product that best suits them. At the same time we can invest more time in services for the actual sale than in after-sales services. The flexibility of our proposal and contract phase is essential for serving our customers even better and being able to increase our turnover. Our investment in the software was fairly large but we think it will pay for itself in a little under two years. On top of that, we have in house one of the most modern systems of our sector," says Jeroen Bode.

ENECO also has branches in Belgium and is investigating whether it would be worthwhile installing Microsoft Dynamics AX with the extra software from Itineris there. This would be a completely new project, since the products from ENECO and the legal requirements for energy companies in Belgium are different to those in the Netherlands.

Software & Services

Business Solutions

Microsoft Dynamics AX

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