

CASE STUDY · E.ON IS Slovakia

INDUSTRY · Utilities



AT A GLANCE

Client

E.ON IS Slovakia is a full service IT provider for Západoslovenská energetika (ZSE a.s.), the largest power distribution company in Slovakia. The E.ON IS Group is a full service IT provider for the E.ON Energie Group and also provides infrastructure and application services for the whole E.ON Group.

Challenge

To consolidate and leverage all data from the two companies, and improve customer service, and both partner, supplier, and customer communications.

Solution

E.ON IS Slovakia used StreamServe *Utilities*™ to integrate several data sources to create a comprehensive billing solution.

Results

E.ON IS Slovakia provides improved customer services through personalized communications, and realizes significant cost and time savings by improving its EDP processes.

There's no doubting the utility of StreamServe® for E.ON IS Slovakia

When E.ON IS Slovakia was created as a joint venture of ZSE, a.s. and German-based E.ON IS GmbH in 2003, the new company was faced with the challenge of communicating effectively with their customers while integrating mainframe environments consisting of proprietary systems. This situation limited the company's ability to take data from different sources and create documents, so they set out to find a way to resolve the problem.

After looking at different suppliers and talking to StreamServe users, E.ON IS Slovakia chose StreamServe *Utilities*™ to remedy the situation.

"The flexibility of StreamServe *Utilities* gives us an ongoing competitive advantage," said Janka Dobosova, head of the letter shop at E.ON IS in Slovakia. "In addition, our customers benefit from the solution by being able to choose how they would like to communicate with us."

E.ON IS provides IT infrastructure and application services, including invoicing and other customer communication services, mostly for companies of the E.ON group. Consumers make up the largest group, requiring 700,000 printouts every month for E.ON IS Slovakia alone.

At peak demand, E.ON IS Slovakia creates, assembles, presents, and distributes 80,000-120,000 documents a day.

Complex administration calls for intelligent tools

StreamServe *Utilities* provides E.ON IS with an accurate and effective Enterprise Document Presentation (EDP) system because it automatically creates invoices based on raw data straight from the existing SAP system.

For example, the company is now automatically able to:

- Gather documents from multiple sources in one envelope, enabling customers to receive all company correspondence in one mailing. This makes it easier for customers to manage their E.ON.IS documents. At the same time, E.ON. IS eliminates unnecessary postage and mailing management costs.
- Improve customer service by designing and delivering documents based on customer preferences

“In the changing environment of the utility industry, StreamServe makes it possible to provide our customers with new services according to their own requirements.”

— Janka Dobosova, Head of Letter shop, **E.ON IS Slovakia**

- Manage print jobs in any local office
- Archive documents in PDF-format through an advanced integrated IXOS based solution
- Easily manage mass printing processes such as sorting and enveloping
- Register and report mailed documents to the Slovak postal authority

Easy implementation

StreamServe *Utilities* is easily implemented and managed. In 2005, the StreamServe solution was implemented for all Slovak consumers.

“Very experienced SAP developers said they had never seen an easier interface than the StreamServe provided,” said Ms. Dobosova.

The company’s SAP system integrated to the IXOS archiving solution helps call center representatives to access any data needed for quick responses to customer inquires. StreamServe also includes advanced printing functions and fast previews in PDF format.

“The StreamServe solution has drastically improved our customer service,” said Ms. Dobosova. “We can now deliver faster service and to customize the output according to customer needs.”

Increased flexibility

All customer correspondence is now integrated in one application, and there are many possibilities to expand and enhance the existing functions. Already, E.ON IS can serve several channels from StreamServe *Utilities*, including electronic invoicing. Electronic invoicing has quickly emerged as one of the most important customer demands, which has contributed to making this a priority project for the company.

E.ON IS Slovakia is also preparing to connect the StreamServe *Utilities* application to a CRM system that will allow any user to choose to receive e-mails in PDF or XML formats. The demand from clients for multilingual documents is expected to grow quickly in the future; especially for communication in English. With the StreamServe *Utilities* application, E.ON IS Slovakia is well prepared to meet the challenge.

To find out more

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How Does Your Company Present Itself?