

# CASE STUDY · Aguas de Murcia (EMUASA)

INDUSTRY · Utilities



## AT A GLANCE

### Client

Aguas de Murcia (EMUASA) is a water and drainage supply company for the City of Murcia, Spain with over 140,000 customers and some 240 employees.

### Challenge

To comply with Spanish legal regulations for providing an electronic invoicing option that was also compatible with existing systems to improve customer service.

### Solution

Aguas de Murcia implemented StreamServe *Utilities*™ so that it could generate e-invoices without having to make any modifications in its current applications.

### Results

E-invoicing improved customer service, paper and printing costs were reduced, and the efficiency of the business and IT systems was heightened.

## StreamServe® enables Aguas de Murcia to make a big splash with e-invoicing

Aguas de Murcia (EMUASA), a joint venture owned by the city of Murcia (51%) and Aquagest Levante (Agbar Group) (49%), is the potable water and drainage supply company for the City of Murcia, with over 140,000 customers in one of the Spanish regions with the broadest experience in sensible water use. The company generates over 800,000 invoices per year, so implementation of an Enterprise Document Presentment Solution was considered fundamental for improving customer service and optimizing administrative resources.

The company wanted to implement a solution that was capable of generating e-invoices and storing them in a repository without the need for making any modification to their existing applications. In addition, it also wanted to improve the print flow for the invoices that would be delivered by mail.

Ultimately, Aguas de Murcia wanted to improve customer service with an e-invoicing solution that was user-friendly as well as having good after-sales service functionalities.

### Integrating easily with existing systems

After evaluating several products, Aguas de Murcia chose StreamServe *Utilities*™. Aguas de Murcia was impressed by StreamServe's experience in serving customers that worked in Windows Server and IBM iSeries environments, so that it could fulfill the requirements of both environments and be able to generate electronic invoices without modifying existing applications.

In addition, StreamServe *Utilities* complies with the different Spanish legal regulations for electronic invoicing (which rapidly is gaining acceptance in Spain), including Royal Decree 87/2005, which regulates the obligations for invoicing in Spain.

The StreamServe solution is used in the generation of electronic invoices for over 140,000 customers in standard XML format, using a digital signature through the Web site of the Spanish Treasury.

### StreamServe stands on its own

"We have realized significant competitive advantages with the Streamserve *Utilities* solution, since small and medium businesses and young domestic customers are demanding new ways to be connected with their utility providers," said Juan Jiménez-Cervantes, project

“StreamServe *Utilities* shortens the time for the customer to access services, improves productivity, and reduces costs while avoiding paperwork.”

— Juan Jiménez-Cervantes,  
Project Manager,  
Aguas de Murcia

manager of Aguas de Murcia. “In fact, we expect savings in management, paper, and mailing with the new system.

“StreamServe *Utilities* shortens the time for the customer to access services, improves productivity, and reduces costs while avoiding paperwork. In addition, it allows the operation of a repository to store the invoices.”

The solution uses the XML format to automatically generate electronic invoices from data stored in a repository in the IBM iSeries systems, which eliminates many manual processes. StreamServe *Utilities* offers simplicity for programming and for optimizing document designs, while ensuring that all the invoices comply with the specifications of the company.

In addition, Aguas de Murcia is able to accomplish this without using other tailor-made programs that carry a much higher maintenance cost and are so complex that they require major technical support.

#### Improving customer service

Thanks to the implementation of the StreamServe solution, Aguas de Murcia has improved its customer service and has reduced its information storage costs. Compared to traditional paper invoices, the e-invoice has given rise to significant administrative cost savings for the company.

Additionally, Aguas de Murcia is examining the possibility of using StreamServe *Utilities* to improve other services, such as the print flow for documents generated by the company. The company is convinced that using StreamServe for all its documents could well result in significant cost reductions.

“The professionalism of BCE, the StreamServe Solution Center team in Spain, was a critical factor in choosing StreamServe,” said Mr. Jiménez-Cervantes.

#### To find out more

Visit [www.streamserve.com](http://www.streamserve.com)  
Email [info@streamserve.com](mailto:info@streamserve.com)  
Call (USA) +1 781 863 1510  
(Europe) +44 (0) 207 681 6260  
(EMEA) +46 (8) 686 85 00



How Does Your Company Present Itself?