

Bravida cut customer support calls by 40 %

Bravida, one of Scandinavia's largest suppliers of future-oriented solutions in electricity, piping, ventilation, security, have been able to reduce costs, offer e-invoicing, and provide access to invoices in an electronic archive via the Internet.

- StreamServe EDP is an important component of our IT structure, says Mr. Petter Håkanson, CIO of Bravida. Agresso is our ERP application, our central solution, but without StreamServe EDP, our ability to communicate with our customers through personal business documents, on paper or through electronic channels, would be greatly affected. StreamServe enables us to extend the business process the last mile to the customer and turn static information in the business application into interactive customer communication.

- We need a cost-efficient solution that will support our business communication needs now and in the future. By adopting Agresso and StreamServe EDP, we move from five disparate applications to a centralized environment, which enables us to reduce costs and streamline our business processes.

Bravida's customers now have the option of using electronic invoices and they are able to access their invoices in an electronic archive via the Internet. Danish customers have been the first to opt for e-invoices instead of paper invoices, with great success. A customer service venture in the form of an electronic customer archive is also available in Norway. Both solutions form part of Bravida's collaboration with StreamServe.

In Norway, Bravida uses StreamServe EDP to dramatically reduce the number of customer service calls with a self-service solution that provides online access to customer records contained in an electronic customer archive.

- We estimate that our EDP customer self-service solution may reduce the number of support calls by up to 40 % as customers can easily view their invoice information online, says Mr. Håkanson. We also expect the amount of work and time spent per incoming support call may decrease by up to 40 % because previously we stored the invoices in folders, instead of having them searchable online.

In Denmark's Brøndby municipality, Bravida uses StreamServe EDP to create invoices that adhere to a statutory ruling for e-invoicing in the public sector. Customers who request e-invoices receive them in the standard Danish format (OIO XML) for electronic invoicing. Several other municipalities and public authorities plan to follow. Based on the success of the Danish effort, interest is growing in Sweden and Norway in the private and public sector.

- There are many advantages to e-invoices for Bravida and our customers, says Mr. Håkanson. We have reduced postage costs and eliminated manual handling of outgoing post. Customers receive invoices sooner, and storage and checking are easier. StreamServe EDP enables Bravida to cope with new EU regulations and achieve considerable savings at the same time.

Facts

Bravida has 8,200 employees and 150 branches across Norway, Sweden and Denmark.

