

Success Story | Energie SaarLorLux RPA

EZ Pass for Customer Service

Nativion Digital automates service transfer processes to achieve increased customer satisfaction at Energie SaarLorLux AG.

Manual processing of a customer moving to a different location is now considered history at utility Energie SaarLorLux. Process Automation using RPA results in reduced administrative work and leads to increased customer satisfaction. Requests of customers relocating and switching to another supplier have been fully automated by Nativion Digital.



A frequent job at a utility supplier is the registration of a power connection. This task is a routine process for which little patience can be expected from customers. On the utility side, this is often a critical process as both relocation and switching suppliers is a time-consuming activity. Number of requests, missing data, and regulatory deadlines pressure utilities to resolve cases which require further clarification in a timely manner. Nativion Digital executed a Robot Process Automation (RPA) pilot project which provided Energie SaarLorLux with a solution to automate the process.

Knowing the Process

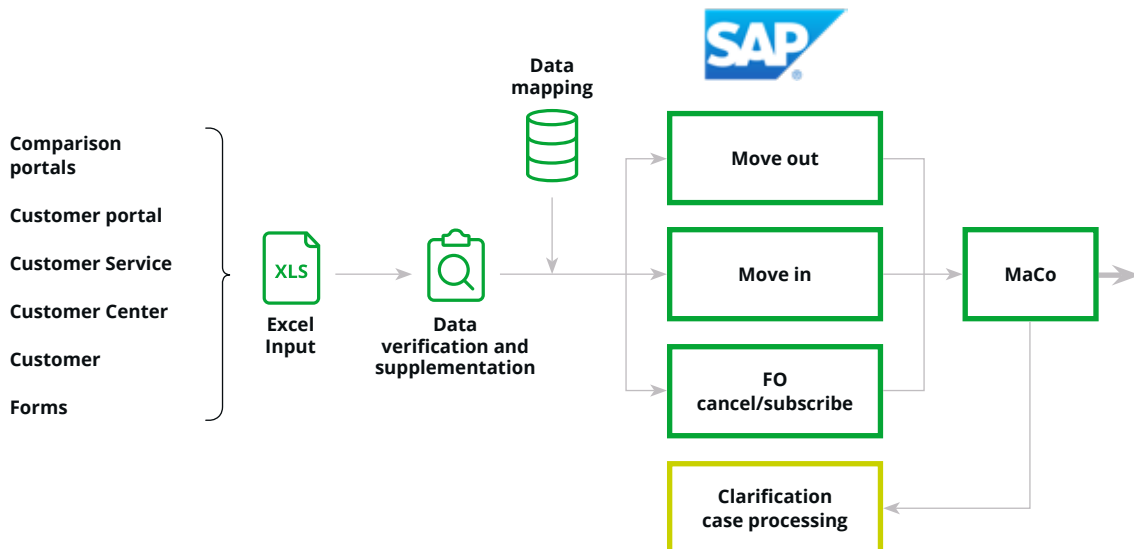
The first step of any RPA project is to understand the processes to be automated including all applicable details and variations. Such a thorough process investigation is a prerequisite to meet high expectations, achieve full adoption, and ultimately contribute to increased process efficiency. Only a deep process understanding will result in accurate process documentation and correct RPA models. Process Owners play a key role in this exercise.

At Energie SaarLorLux, business representatives joined automation experts from Nativion Digital to record every detail of the customer relocation and supplier switch process including exception and clarification handling. After successful completion of this crucial phase, RPA Software requirements were well-defined and ready for execution.

Modeling the Process

Nativion Digital has developed a methodology to implement best practices for RPA projects. Following the outlined steps enabled the Energie SaarLorLux team to set up the IT system, navigate the learning phase, and implement the model in less than three months. The RPA solution now runs on top of the customer data provided by SAP ERP and its industry solution SAP IS-U.

At A Glance: Relocation and Supplier Switch Process



Automating the Process

A test system served as the learning ground for the software model to gain knowledge of each process step comprised of the 1,120 for the move-in and out as well as the 112 for each clarification case. During the first four weeks, the model was run under close supervision in a controlled SAP production environment. With full confidence that requests were accurately handled, the automation software was then released for regular operation.

Dependent on the specific process, an automation level of up to 95% was achieved. This not only offers relief to the employees strained by routine work, but also provides the desired faster and superior quality service to customers. Alexander Kemp, Project Manager for Customer Service explains that “This pilot project was flawlessly executed by Nativion Digital. It confirmed the potential of RPA being the solution to our process automation needs.” He is now encouraged to pursue customer excellence with automation and further adds that “The results exceeded our expectations and will initiate further RPA activities.”

What’s Next: With the experience gained during the pilot, plans involve expanding the scope to include more clarification cases to further automate and accelerate customer service processes.

**Are you also planning an RPA project?
Contact us!**

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About Energie SaarLorLux



Energie SaarLorLux is part of the globally operating Engie Group and municipal utility Stadtwerke Saarbrücken GmbH. It operates its own thermal power station and supplies more than 160,000 residential and commercial customers with electricity, natural gas, district heating, and other services. Energie SaarLorLux holistically supports its customers regarding, in particular, energy

efficiency and climate neutral attainment. All private customers have received 100% green electricity at no extra cost since 2008.

About Nativion Digital



Nativion Digital is an IT consulting company with a focus on Robotic Process Automation (RPA). Nativion Digital's offering automates customer processes with high process volumes. It ranges from pure platform operation via standardized robots to individual implementation and manual processing of the controlled processes. The result: higher employee satisfaction and improved data quality

with significantly lower processing costs. Since January 2021, the billing service provider E-MAKS, part of the Thüga Group, has held a stake in Nativion Digital and is focusing on the potential of RPA technology within the utilities industry. Nativion Digital is part of the globally active Nativion Group with more than 500 employees.

Hard Facts

Company

Energie SaarLorLux AG

Headquarters

Saarbrücken, Germany

Industry

Energy

Products & Services

Electricity, gas, district heating & energy-related services

Employees

175

Revenue/Year

EUR 267 M (2021)

Website

www.energie-saarlorlux.com

Nativion Digital Packages

Robotic Process Automation (RPA)



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- Leipzig

Austria

Nativion Austria GmbH

- Vienna

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- Winterthur

Slovakia

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- Bratislava
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