

Success Story | RPA at Stadtwerk Tauberfranken

Routine Manual Entry: A Task of the Past

**Utility Stadtwerk Tauberfranken and Nativion Digital
automate Move In-Move-Out process**

Process efficiency, customer satisfaction, employee job enrichment: The benefits of introducing Robotic Process Automation (RPA) at German utility Stadtwerk Tauberfranken could not be more compelling. The administrative processing of a customer move-in and move-out activity is entirely taken over by a digital assistant. Eliminating clients' routine work is a routine job for the automation experts at Nativion Digital, as their clients' benefit from additional capacity following implementation.



For a utility, the Move-In/Move-Out process and the required change in the customer's utility supplier is a standard activity, yet a critical one. German regulatory authorities have established business process standards in the regulations for default basic supply coverage (EoG), and the supply scenario must be generated when the processing is started. The Move-In scenario often requires additional clarification, dealing with missing data and inconsistencies. Stadtwerk Tauberfranken decided to address the cumbersome, time-consuming process by evaluating the potential of optimization through an RPA pilot. Nativion Digital was selected to guide the project team and execute the pilot.

Start Smart: Process Analysis and Documentation

At the beginning, the project goal was defined, and the scope determined. Following the EoG regulations, the Move-In scenario was to be automated. All subprocesses within this scenario had to be taken into consideration, such as the request to the succeeding supplier and the switch of supply. Furthermore, the Move-Out confirmation had to be printed.

Nativion Digital planned the following five project phases:

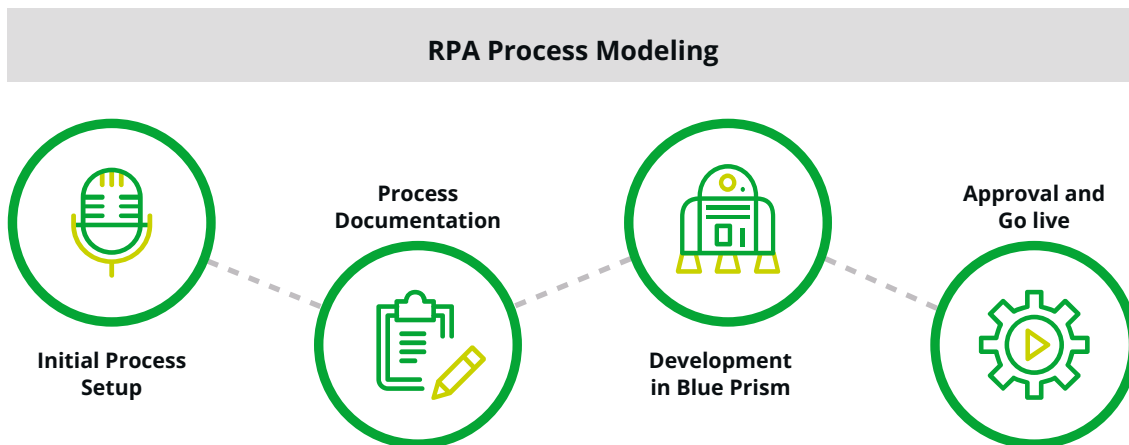
- Understand and document process
- Create the process model
- Develop and model the software
- Test and accept
- Move solution into production

A detailed look at the process, its analysis and documentation, is of critical importance. An in-depth understanding is a prerequisite in order to correctly model the RPA software and be able to map the entire process in the system. This approach is the only method devised to ultimately achieve the desired gain in process efficiency.

Finish Strong: Execution with a Purpose

To successfully complete the first phase, Nativion Digital worked in close collaboration with the business as well as the IT department. As a result, all details of a move-in scenario at Stadtwerk Tauberfranken had been completely recorded. The detailed analysis was followed by robotic software development using the Blue Prism platform. For full coverage, the software had to learn a total of 322 steps – the print required another 68 steps.

Team and project plan had been set up by Nativion Digital with a clearly defined purpose. Therefore, after a mere ten weeks the software was ready to move into production, automating all aspects of the processes. The new digital assistant became an integral part of SAP ERP and industry solution SAP IS-U which represents Stadtwerk Tauberfranken's customer data management backbone.



Moving with the Help of an Invisible Robot

Process automation dramatically improved the situation at Stadtwerk Tauberfranken. 100 % degree of automation signifies that manual effort of processing incoming move-in requests and generation of the confirmation documents went to zero. With 2,900 cases annually, almost all can be processed by RPA with savings between 170 and 280 hours dependent on process category.

Both customers and employees are equally happy. The staff at Stadtwerk Tauberfranken can dedicate more time to value-generating tasks while its customers praise the fast-processing time.

Boris Limbrunner, Team Lead IT Systems at Stadtwerk Tauberfranken, concludes: “When we decided to move forward with the pilot, we did not expect to achieve such a process improvement with RPA. 100% automation is a strong testimony of what RPA can mean to an organization.”

What’s next: the scope of automation will be expanded. More activities as part of the move-in and supplier change process will further eliminate manual effort through RPA introduction. Next on the list are the move-in document change, the meter reading entry, and the welcome letter.

**Do you want to automate your processes?
Contact us!**

Nativion Digital GmbH Phone: +49 6227 73-1400
Altrottstraße 31 info@nativion.com
69190 Walldorf www.nativion.com/digital



About Stadtwerk Tauberfranken



With a history going back 125 years, today Stadtwerk Tauberfranken is a modern, dynamic German utility with a strong focus on its customers. The Franconia region can rely on being provided with energy, gas, water and heating at fair prices. Other business activities offer internet, solar energy, electric mobility, and energy consulting services.

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 increasing 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

Stadtwerk Tauberfranken GmbH

Headquarters

Bad Mergentheim, Germany

Industry

Utility

Products & Services

Energy supplier

Employees

ca. 100

Revenue/Year

ca. 57 M EUR (2019)

Website

www.stadtwerk-tauberfranken.de

Nativion Digital Packages

Robotic Process Automation (RPA)



Nativion Offices

Germany

Nativion GmbH

Altrottstraße 31
69190 Walldorf (Headquarter)

- Berlin
- Munich
- Leipzig

Austria

Nativion Austria GmbH

- Vienna

Switzerland

Nativion Schweiz AG

- Winterthur

Slovakia

Nativion Slovakia s.r.o.

- Bratislava
- Zvolen
- Košice
- Žilina

USA

Nativion Americas Inc.

- Miami (Florida)
- Malvern (Pennsylvania)

Australia

Nativion Australia & New Zealand Pty Ltd

- Sydney

