

Success Story | RPA at Harz Energie

Efficient Processes for Increased Customer Satisfaction

Nativion Digital automates Move-In Process at Harz Energie

Faster internal processing, increased customer satisfaction, and 2,200 hours saved as a result of using RPA at Harz Energie. The administrative task needed to complete a move-in/out process has been taken over by digital assistants. The implementation was executed by leveraging the expertise of Nativion Digital.



Nicole Schleier is responsible for business processes at Harz Energie. She is on a mission to optimize specifically those core processes which consume considerable time and resources. For her, the process of a customer moving to a different place took too much administrative time, demanding patience from both sides. Accelerating this process would not only release internal resources, but most importantly increase customer satisfaction. Therefore, the decision was made to run a RPA pilot project for this specific scenario. Nativion Digital provided experts for the automation challenge.

Process efficiency vs routine tasks

Moving to a new home, a different place, is typically a stressful event with a long list of activities requiring organizational skills. The last thing you need is an exhausting back and forth with your utility supplier. From a utility point of view, this process is a daily routine that always consists of the same repetitive tasks, and thus is perfectly suited to be automated by Robotic Process Automation (RPA).

The above all being good reasons for Harz Energie to select the process of relocation with its move-in and move-out scenario, and issuing the welcome letter to be automated by introducing RPA.

Successful implementation of an RPA scenario requires comprehensive understanding of the process. Processes to be automated must be recorded, documented, and modeled in all of their aspects. It is the process complexity as the main factor that ultimately determines the number of steps, applications, and decisions and their logic behind them in robotic software. The definition of rules and exceptions create a dimension impacting optimization and potential savings. In the end, following these guidelines leads to a new level in process efficiency.

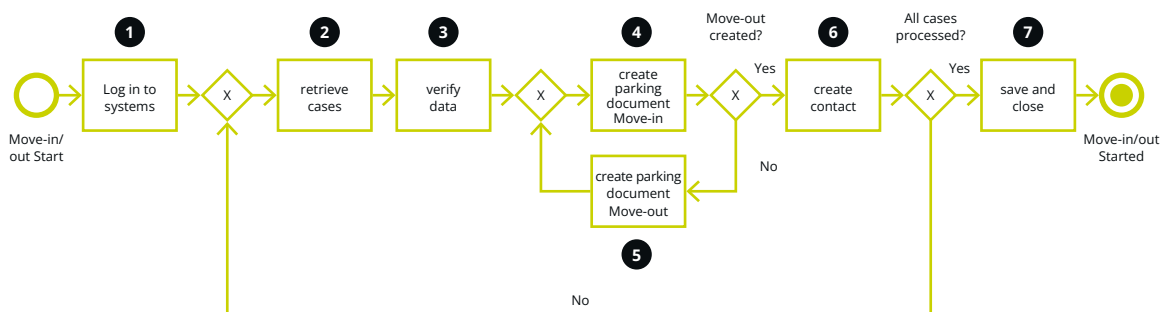


RPA live in just six weeks

After the respective process had been analyzed and documented, together with Harz Energie process owners, Nativion Digital went to work. Blue Prism as the selected Robotic Software solution vendor provided the software development environment.

It took the team just six weeks from initial modeling, data updates in SAP, and testing before the successful transfer to productive operation. The go-live was intentionally executed and monitored in a controlled environment. All steps which the software had learned in the previous phases were manually tested again. Individual case runs were next, followed by a final automated, all sequences-included, case run. SAP ERP and its SAP IS-U industry solution as the center of Harz Energie customer data management had been successfully complemented with Robotic Software.

Smart moving process



Digital assistants eliminate error-prone manual work

With processes automated by RPA, the SAP production system demonstrated a 60% level of automation for the relocation scenario and 65% for sending the welcome letter. The often error-prone manual tasks are largely eliminated and open up capacity for job-enriching activities. The number of process steps had been reduced dramatically, while 60% of the 18,000 annual cases were immediately automated with RPA, representing savings of 2,200 working hours. With more advanced modeling techniques, this number is expected to increase to an impressive 85%, an equivalent of 3,000 hours. “A big shout out to the team. Together we took a fast track to success, achieving our goals, especially providing well-deserved relief to our employees.” Nicole Schleier is very satisfied with the quick win.

What’s next: Looking ahead, RPA technology will be expanded in other business areas starting with accounting and meter reading. Lessons learned and the insights gained from the pilot will provide valuable input for new business cases.

Hard Facts

Company

Harz Energie GmbH & Co. KG

Headquarters

Osterode am Harz, Germany

Industry

Energy

Products & Services

Power, Natural Gas, Water

Employees

ca. 380

Revenue

ca. 295 M EUR (2019)

Website

www.harzenergie.de

Nativion Digital Services

Robotic Process Automation (RPA)

About Harz Energie



Harz Energie is the leading municipal energy supplier in the Harz and Eichsfeld regions. The utility serves almost 290,000 people, providing electricity, natural gas, and drinking water. Reliability and affordable pricing are important pillars of the company's values. A wide range of innovative services complement the customer-centric view on all energy needs.

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.

**Are you interested in process automation?
Reach out today!**

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