

# Business process management tool from AgileXRM works for Eneco

## Delivery processes in clear view

Giving it all for a sustainable world. Eneco does just that, every day. Not with fancy promises, but with intelligent products and innovative services. As a part of the international Eneco Group, the company works together with its customers and partners on its mission: sustainable energy for everyone and by everyone, so that the people themselves can take charge of energy. The group's contribution to society —the generation and supply of green energy— is certainly not insignificant. In Belgium, Eneco is the 3rd largest player on the energy market and is passionately committed to energy systems of the future.

Welcome to the energy transition. Energy transition is all about the shift from a centrally organised energy system to one in which we regulate our own energy. We decide for ourselves how we generate, use, sell and share energy with others. Eneco links customers and partners so they can work together on energy solutions that make it possible to live and work more intelligently. The fact is, energy prices nowadays are under strain. At Eneco, they regularly launch new initiatives that dovetail perfectly with the needs of today.

Take, for instance, the smart thermostats, Toon<sup>®</sup> (NL) and BOXX<sup>®</sup> (BE). But how do you model and automate a delivery process like this? How do you gain greater insight into the orders? And, then, along came AgileXRM.

## Simplicity

The smart thermostat from Eneco was developed in response to the shift in the energy market. A smart move by Eneco, but **the 'delivery of customer processes'—custom work, in other words—is much more complex than simply supplying energy. These 'processes' for the delivery and tracking of contact details beyond the normal gas/electricity details per consumer had to be modelled.** The orchestration of the entire process, in which several external chain partners had to be directed—it was that, in particular, that demanded a solution. What's more, this solution also had to be able to be integrated into and run parallel to Eneco's CRM.



### About Eneco<sup>®</sup>

*Eneco Group is a Dutch energy company with more than 3000 employees. Eneco is active in the Netherlands, Great Britain, Germany, France and Belgium. Eneco is the front runner in the areas of sustainability and innovation. In Belgium, Eneco is the 3rd largest player on the energy market.*

### Challenge

*Eneco launched the smart thermostat onto the market as an answer to the energy transition. However, the 'delivery of customer processes'—custom work, in other words—is much more complex than simply supplying energy. These delivery 'processes' had to be modelled. The solution also had to be able to be integrated into and run parallel to Eneco's CRM.*

*"The first objective was to model the delivery process of the intelligent thermostat", explains Joris de Been, Domain Architect at Eneco's Consumer Division. "We already had a process in place, albeit a manual one, for requesting this thermostat. We wanted to automate this process and keep it internal to Eneco. We also wanted additional processes, so that the Eneco call agents could gain greater insight into the (statuses of the) orders."*

But first, the processes. At one point, there was a customised solution from 'contact center' to 'billing process', everything under one large application. But then, when Dynamics CRM was deployed for the billing engine, customer processes could no longer be facilitated. That was a step backward. So Eneco started looking for a solution that worked in unison with Dynamics CRM and found what it was looking for with AgileXRM—a solution that works specifically with customer data. This 'business process management' tool is well known for significantly simplifying work processes while, at the same time, allowing non-users of the CRM to gain insight into the processes. That was what made the difference in Eneco's decision to work with AgileXRM.

*"AgileXRM proved to be actively good at modelling complex, long-term processes", asserts Joris. "Processes which come into being as a result of the new products and services that Eneco began to supply in order to become the front runner in the areas of sustainability and innovation."*

*The solution from AgileXRM is a 'what you see is what you get' application, and that is positive. It is easy to model the processes with the business. Moreover, the call agents now have much more usable knowledge at-hand. All of this is possible thanks to the intelligent approach of AgileXRM.*

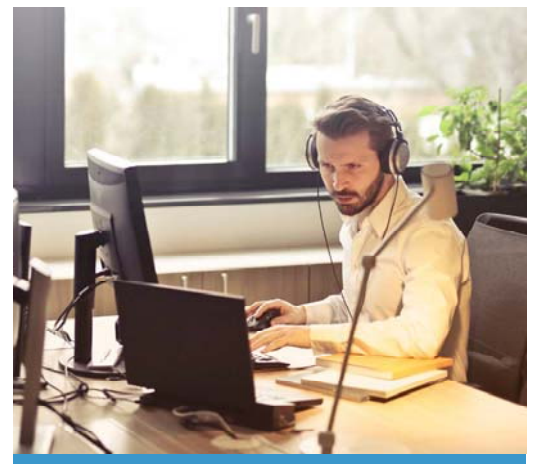
*Paul Beumer, Technical Developer at Eneco*

## From facilitated delivery processes to robotic process automation

*"Based on a concrete case—the delivery of the smart thermostat—we got down to business", says Paul Beumer, Technical Developer at Eneco. "It was a tight-knit cooperation between the business and IT, namely between a team of developers, a process expert, a tester and a business expert. We sketched out the processes and modelled the steps. Through close collaboration, we reconstructed the complete delivery process in the AgileXRM platform. This collaboration between business and IT really worked. Today, it is easy for the business to determine where errors lie or where improvements are needed. It is not all hidden in the code—a big benefit."*

### Solution

*With AgileXRM, the delivery processes were modelled and could be facilitated. This BPM tool is well known for significantly simplifying the work processes while, at the same time, allowing non-users of the CRM to gain insight into the processes.*



### Benefits

- *Delivery processes in clear view*
- *Call agents have insight into statuses, deliveries, orders etc.*
- *The business can easily track where the errors lie*
- *New products and services can also be facilitated with AgileXRM processes*
- *Easy to model with the business processes and easy to develop further*



## The results

Initially, after the go-live, a dozen or so Eneco end users got down to work independently. That went well, but after some time, Eneco began to run up against the limits of the platform. It was a performance issue caused by thousands of processes running simultaneously. In fact, 15 million process instances were initiated per month. "That was a critical moment, but the trust was there", continues Joris. "We worked together constructively with AgileXRM on a solution, and it's a good one."

Eneco noticed that what works for the delivery of the smart thermostat can also work for other products or services, such as boiler maintenance etc. **Today, the platform is strictly integrated into the CRM and it applies primarily to sales and delivery processes, but this can be expanded. New products are always being added, and everything can be facilitated with AgileXRM processes.**

### Eneco

*For more information  
about Eneco, visit*

**[www.eneco.be](http://www.eneco.be)**



### AgileXRM

*For more information,*

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