

# DEVOTEAM ENSURES ADDED VALUE FOR ENERGY SUPPLIERS

A changing legal framework, volatile commodity prices, and the customers' rising environmental awareness – these are the big challenges the energy sector is facing. If the utilities want to cope successfully with the change, they must bear the challenges and must fulfil major factors in the competitiveness: develop new strategic solutions and increase efficiency and customer orientation. Thus, they will be well prepared for the future.

What is clear is that it cannot be accomplished without a powerful and integrated IT infrastructure. On the one hand, the utilities must exchange data with business partners and with a huge number of customers. On the other hand, they must map the Sales, Distribution, Delivery, and Metering sub-processes to an integrated process chain. To meet these complex requirements, Devoteam offers energy suppliers a comprehensive suite of IT solutions and services.



## Targeted Customer Management – CRM/CMS Solution

Due to the unbundling of production, network, and sales activities, the providers must keep their customer data up-to-date in several systems. Devoteam provides a CRM/CMS solution that allows a 360-degree view at all customer data. All data sources are bundled in one central interface. Due to the high system integration, it is possible to optimise customer relations and to enhance all processes in Sales, Customer Services as well as in Marketing.

## Flexible Customer and Partner Billing

With the liberalisation of markets, new suppliers as well as new business models at the established utilities emerge. Both require flexible customer and partner billing systems such as Devoteam's billing solution for utilities. It allows exploring new opportunities for competition through an individual and highly dynamic tariff design. The system supports a wide variety of tariff rules.

## Smart Metering with the Devoteam BSS Automatic Meter Solution

Devoteam also provides an intelligent, open smart metering solution. Its BSS Automatic Meter Solution performs a remote meter reading of "intelligent" meters. Thus, a manual reading becomes obsolete. It is a modular, multi-client system and covers the entire process chain of smart metering.

### Benefit that pays off for you:

- Increase of customer satisfaction
- Continuous process optimisation through reports and analysis
- Quick response to dynamically changing market conditions
- Exploitation of new opportunities for competition
- Cost saving through transparent and efficient project control
- Structured risk management
- Cost saving through a clear authorization concept
- Increased system security
- Transparent processes through workflow concept
- Minimisation of risks through an integrated IT process chain
- Innovative on-demand business model
- Increasing the performance of IT systems
- Considerably increasing the service quality
- Focusing on critical network applications
- Visualising enhancement potential and taking the chance for optimisation

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## Intelligent Resource Management with Enterprise Portfolio Management

The energy industry must manage the continuously changing availability of raw material, which requires an intelligent deployment of resources. This can be achieved with Devoteam's EPM solution. All investments are recorded and analysed in a structured way. The internal resources can be managed in an integrated manner and their utilisation can be strategically planned. Thus, a variety of projects and services can be successfully controlled and documented.

## Comprehensive Identity & Access Management (IDM)

To ensure the IT security and compliance at any time, the usage of a comprehensive identity & access management (IDM) is recommended. Devoteam's IDM solutions allow the efficient administration of users and their privileges and roles in complex IT systems.

## Minimisation of risks through Test Services

Through the legal deregulation, the topic of software testing as well gets more and more important for energy suppliers. In the future, the handling of new and complex services and business processes across partners as well as the delivery to the consumers must be IT-supported. This requires powerful, reliable, and flexible IT systems. The established tools of Devoteam identify system errors in a test environment and guarantee smooth operation.

## Network Critical Service Design Workshop

System failures and an incomplete data exchange can cause considerable damage – for example, in a balancing group. For smooth processing, the IT systems must communicate with each other and relevant information must be fully exchanged. The Network Critical Service Design Workshop of Devoteam enables companies to measure their business-critical processes and to automate and to control them in a traceable way.

## Portfolio

### CRM/CMS Solution

- 360-degree customer view
- Systematic analysis of all recorded data and information

### Customer and Partner Billing

- Legally compliant billing for consumers and partners
- Individual contracts and tariff plans for all connected partners

### Smart Metering

- Integrated processes and IT between smart metering devices, Billing, and CRM
- Rule-based and thus flexibly configurable remote meter reading and control

### Enterprise Portfolio Management

- Systematic alignment of projects and business objectives
- Integrated planning and control of all projects

### Identity & Access Management (IDM)

- Adherence to compliance directives and internal security concepts
- Optimised IT administration

### Test Services

- Efficient test planning and strategy
- Established test tools and scenarios

### Network Critical Service Design Workshop

- Identification of business-critical processes and functions
- Continuous process optimisation

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