



**Data of 2.5 million ENEA
customers successfully
migrated in 18 months.**

Client's profile.

Enea S.A. is a leading company within the Enea Group, selling electricity to households and businesses across the country. It has nearly 2.5 million customers. It has been listed on the Warsaw Stock Exchange since 2008 and it's included in the WIG30 index, which brings together the largest companies trading on the WSE.

Before this implementation Enea did not have a central customer database, because the billing systems in use back then were scattered across 5 different locations and were supported by 4 different providers. These systems did not communicate with each other and did not fit the current business needs of the company.

Implementation.

In June 2014 Enea signed a contract with Asseco for the expansion of its Comprehensive Customer Service System. At the beginning the focus was on designing a new system that would operate in all the different areas according to Enea's business needs. Its launch took place in January 2015 and the first migration in the Szczecin branch took place in May 2015. Further migrations occurred in August and November. The final one was completed towards the end of January 2016.

Customer data over a 3-year period consisting of payments, invoices and readout history was migrated from the billing systems previously in use into the SKOK system.

The range of activities was very large and complex, because each of the scattered systems had differing ways of data collection and record keeping. Moreover, a whole host of inaccuracies and errors had accumulated within the systems over the years. These included information such as addresses, or customers' tax identification numbers (NIP) and personal identity numbers (PESEL). These systems required a thorough review and an update.

From January 2016 Enea has a full database of both distribution and sales companies customers in central billing systems. The systems' stabilization and development phase is currently underway.

In a very short time frame of 18 months we managed to migrate the data of almost 2.5 million customers. An extremely important aspect of what we did was to maintain consistency while transferring the data. Here we largely relied on the experience of the supplier. Nothing that could have caused data loss occurred along the way, and after each migration we ran quantitative and qualitative analyses. The project involved nearly 100 people from all our locations.

Piotr Kłoda
Head of the project at Enea

The project implemented at Enea confirmed that Asseco is a solid and reliable partner for energy companies. Even under significant time pressure we can effectively carry out demanding projects such as the centralization of large systems. Throughout this implementation we relied on our many years of experience. We worked closely with the client and together we have succeeded.

Jacek Bogumił

Commercial Director in the Power and Gas Division of Asseco Poland

Key benefits.

First and foremost, the implementation enabled the client to:

- reduce the cost of maintenance and development of billing systems used within the Group
- standardize and introduce centralized, uniform customer service processes – there are now no geographical barriers for Enea employees and clients
- open remote customer contact channels such as, among others, eBOK ('e-Customer Support'), eFaktura ('e-Invoice'), and online purchase of codes for prepaid meters
- operate an easier and more efficient data analysis in the areas of accounting, finance and debt collection
- run bundled products billing (energy + additional services)

Today, all Enea employees involved in customer service, debt collection, and billing are able to work within a single billing system, regardless of their location. They all use the same tools and data. Implementation of the new system was crucial from the point of view of day-to-day work and customer service.

Piotr Kłoda

Head of the project at Enea

In addition, after a successful implementation, ENEA Group is a step closer to being ready for the implementation of 'ebiX' – a common standard for the exchange of information between electricity retail market participants within Poland.



Nearly 2.5 mln
supported and registered
contracts in the system



Approx. 1.3 mln
invoices issued each
month



Approx. 250,000
registered and performed
OT (technical support)
tasks each month



Approx. 1,300
active users (logged in
over the past month)



Approx. 1.1 mln
payments registered in the
system each month



Approx. 1 mln
readouts registered in the
system each month



Approx. 39,000
eBok active accounts



Approx. 314,000
debt collection proceedings
currently being processed in
the system, concerning around
425,000 documents



Approx. 4 TB
worth of databases in use