



Centralized billing system at TAURON Group.

Client's profile.

TAURON Group is one of the largest players in the energy sector in Poland. It is a difficult and demanding market, where all companies sell the same products. Technology thus becomes a major differentiating factor for energy companies. It provides greater flexibility and ability to respond to changing market conditions. In order to improve and modernize its customer service, TAURON Group was faced with the task of integrating their hitherto scattered mass market billing systems.

TAURON Group's database serves approximately 5.4 million customers and it's the largest database in the energy market in Poland. It generates 3.5 TB of data and 4.6 million invoices per month. Handling such large volumes of data requires the use of state-of-the-art, world-class technology.

Piotr Zawistowski

Vice-President of the Management Board for Customer and Commercial Affairs at TAURON Polska Energia

Implementation.

The project's main objective was the migration of data from 12 mass market billing systems within the TAURON Group to a central system - the Asseco Utility Management Solutions EDO. It is a comprehensive solution for billing, sales and distribution to mass market consumers (G1x and C1x tariff groups), which was the first of its kind in Poland and one of the first in Europe to have received the ExaData certification. This took place at the Oracle laboratory in the United States and confirmed the compatibility of AUMS EDO with modern database platforms, as well as its scalability and potential for further development. The project also included the development and implementation of central and uniform customer service processes and data management; the necessary modifications to the system; its integration with the central corporate bus; development of interfaces to and from external systems; and, finally, training.

The project started in 2013, with the last migration taking place in May 2015. Migrations have been

preceded by upgrading the target system with functionalities in line with the requirements of TAURON Group. Commitment on the part of both the seller and the distributor was necessary. It included the unification and, in some cases, the defining of new business processes at the point of intersection between companies. First and foremost though, it concerned the maintenance and management of electricity meters' readings, forming the basis for billing individual users.

TAURON Dystrybucja ('Distribution') chose the AUMS MDA system when implementing the 'Centralization of readout data management' project in 2011, and it chose the AUMS WIM solution for its 'Centralization of measurement equipment and technical support management' project. The implementation of AUMS EDO by Tauron Dystrybucja was closely associated with the implementation of certain parts of the aforementioned projects. This meant a large group of people were involved in the joint implementation process.

In my opinion it was the continuous, daily work, and the involvement of experts that allowed us to further organize certain substantive and procedural issues concerning the functioning of our companies.

Rafał Soja
President of the Board at TAURON Sprzedaż ('Sales')

The project was divided into five stages, three of which were completed in 2014 and the other two in the first half of 2015. Such a division allowed, among other things, to minimize the risk of any disruptions to customer service.

During the implementation of each tranche we have added, on average, several hundred new users scattered over a dozen locations, a large number of terminal endings and authorization profiles. This huge logistical operation was carried out under immense time pressure and required the full commitment of both parties.

Tomasz Bendlewski
Head of Power and Gas Industry Division at Asseco Poland

Additionally, the prepaid sales of energy could not be interrupted at any stage; not even at the system start-up. Therefore, an intermediate database was created, and subsequently synchronized with the production database. Across five migration tranches, the largest of which carried 1.2 million customer accounts, customer data was transferred to AUMS EDO.

Acceptable downtime for each tranche of the production system during start-up and migration was 48 hours, and the production database had to be supplied with the details of 800,000 customers

on average. Simultaneously, all tasks relating to system configuration and preparation were also being carried out in order to enable its proper operation immediately after the deadline.

The entire implementation process went smoothly and without any emergencies. This made it possible to complete the work on schedule. The implementation at TAURON was one of the fastest of its kind, when compared to similar projects from around the world, and this is truly a huge credit to the teams involved.

I have to say that both the Asseco team, as well as ours on the user side, were up to the task. They contain competent and committed people. So there are no concerns when it comes to the future, with either the development or the operation of this system.

Karol Janosz
Vice-President of the Board at TAURON Obsługa Klienta (Customer Service)

Key benefits.

The energy market is becoming increasingly competitive. This implementation means TAURON has one of the most technologically advanced solutions on the Polish market, which will translate into improved customer service across the whole TAURON Group. The functional scope of AUMS EDO covers all processes for mass market customer service, i.e. individual customers and small businesses. The processes are consistent and integrated with the Customer Information System [CIS].

Customers coming over from the migrated areas benefited in many ways: from unification of documents, the standardization of settlement of charges and service processes, as well as an opportunity to have their cases investigated at any one of the Customer Service Points. We're already seeing significant benefits stemming from data centralization, which is having a significant impact on the comprehensiveness and quality of customer service.

Patrycja Kwiatkowska-Mizera
President of the Board at TAURON Obsługa Klienta
[Customer Service], the company responsible
for the project within TAURON Group

In addition, the centralization of systems reduces IT costs – there is a single IT department at each place, as opposed to a host of IT departments scattered across branches. Centralization has simplified the IT environment. TAURON Group can now manage its entire IT environment and improve security. It has also allowed data to be stored under one roof, therefore analytical systems do not need to draw data from several databases. The centralized system has undoubtedly enabled the standardization and simplification of processes.



1 central system
AUMS EDO



5.4 mln
points of use



3.5 TB
database size



5.4 mln
active billing accounts
in the system



4.6 mln
invoices generated by
the system each month