

CASE STUDY

Automating manual processes in sales & customer care

1

PROBLEM:

The company belongs to a group of alternative electricity and gas providers on a fast growing market. Although it has thousands of clients and a network of hundreds of sellers, the level of process automation is very low.

Most requests are processed manually, new contracts and amendments are made on paper and then transferred to systems by hand. A lot of automatic logic is held in a couple of excel files and also in the heads of back-office workers.

The company plans to diversify a range of products and resell mobile operator services.

The mobile operator insists on fully automatic B2B integration without manual interference. Although the company has no experience in this area, they have to adjust to the mobile operator's requirements.

2

SOLUTION:

The energy provider contacted professionals. An experienced team analyzed all areas where automatic integration could bring advantages and savings.

They recommended an integration platform without license fees, with easy operation and with all needed tools and components that could be useful for successful integration solution. They made a complete integration platform, hardware configuration in all environments, network settings and monitoring, and secured both internal and external communication.

The team also helped with architecture design to develop reusable and reliable services. They cooperated with mobile operator architects during design and integration phases and over a short time they implemented all needed integration services and participated in their testing.

3

RESULT:

The team ensured supervision over system maintenance and gradually instructed the company's IT.

The integration platform is now used not only for communication with the mobile operator but also for processes in the field of energetics.

Manual processing of paper documents was gradually substituted with a web application and automatic integration that dramatically contributed to the reduction of costs.

“The client automated most of the processes and saved 18% of its annual revenue.”



www.openhub.cz