BUSINESS AND IT PROCESS AUTOMATION

With a €6.4 billion annual turnover, Essent is the largest energy company in The Netherlands. Belgium is its second home market. The company is strengthening its position in the open, fast-paced global energy market.

Essent provides electricity, gas and additional energy products to millions of private and business customers. It has been supplying gas for 150 years and has more than 90 years of experience generating, trading, transmitting and supplying electricity.

Essent Service and Sales, which is responsible for energy supply and the related administrative transactions, employs around 2,500 people. In the private market alone, the company has 2.4 million customers.

MANY HANDS WERE NOT MAKING LIGHT WORK

Essent has a complex hardware and systems configuration that sup-ports a high level of mass activity processing. Every year, Essent sends its customers tens of millions of documents including advance invoices, regular invoices and reminders. To process these documents on time, the company's Information and Communications Technology (ICT) infrastructure runs at full speed and capacity when the offices are closed.

Coordinating and running this production was slowing down the company and starting to create processing problems. With 2,000 staff simultaneously online in the daytime, they had to ensure enough free capacity for them. Without automated and coordinated processing, extra manpower was required to perform dull and error-prone manual tasks. They wanted to simplify reporting and save on personnel costs.

Among other applications, Essent's SAP® landscape consisted of SAP Customer Relationship Management (CRM) and SAP Utilities (IS-U), an application designed specifically for the utilities industry. So their solution would have to be SAP-friendly. Essent needed a way to run their processes faster, better and more accurately across technologies, platforms and system environments.

FASTER, BETTER CONNECTED AND AUTOMATED PROCESSES

Before implementation, Redwood trained 10 Essent employees in how to operate SAP Business Process Automation by Redwood (SAP BPA). Redwood continued to work with Essent, supporting them throughout implementation and into the future. With hardware from several parties in the mix, they encountered some stumbling blocks along the way. Undeterred, the two companies worked in partnership to figure out the best possible solutions as and when issues arose.

Essent now uses SAP BPA to connect and automate their fundamental business and IT processes across their whole enterprise landscape under a single SAP umbrella. This allows Essent to orchestrate their most complex and business-critical processes, integrating all of them for existing, custom and legacy applications.

Essent has more control of processes and executes them faster and more accurately. They have also been able to use their existing resources more efficiently, including hardware, software and human resources. Importantly, they can now deal with the rapid changes in the utilities market in a more flexible, competitive way.

GREATER ACCURACY AND EFFICIENCY

- ◢ **Efficient:** Essent now operates with an estimated 25% improved efficiency.
- ◢ **Fast:** Business and IT processes are now connected and automated right across the enterprise so they're faster and more accurate.
- ◢ **Accurate:** Manual intervention is minimized so there are no longer the issues of human error and wasted resources. Reports are more accurate for billing and invoicing.
- ◢ **Flexible:** The flexibility of SAP BPA allows Essent to set up processes and adjust them according to their changing requirements, which keeps the business agile and ahead of the competition.