Partner Case Study

With around 450 employees Schleupen AG is a leading solutions provider in their field of expertise. With close to 50% of the market share in Germany, their solutions are the preferred choice for utility companies up and down the country.

They are an AmdoSoft partner since 2008, and together have developed various automation solutions that are deployed at the majority of their customer base.

Overview:

Schleupen successfully competes with companies such as SAP in the Utilities & Energy market and was looking for an automation expert and technology vendor that could give them an edge and help their customers automate end-to-end processes. Once partnered with AmdoSoft, the Schleupen team identified some use cases for individual customers and a number of processes that they were able to standardise to a high degree across their entire customer base.

Schleupen RPA **Plug and Play** Solution Examples

AMDO SOFT TECHNICAL EXPERT

Energy Buying Process

AMDO SOFT BUSINESS EXPERT

Customer Switching Process
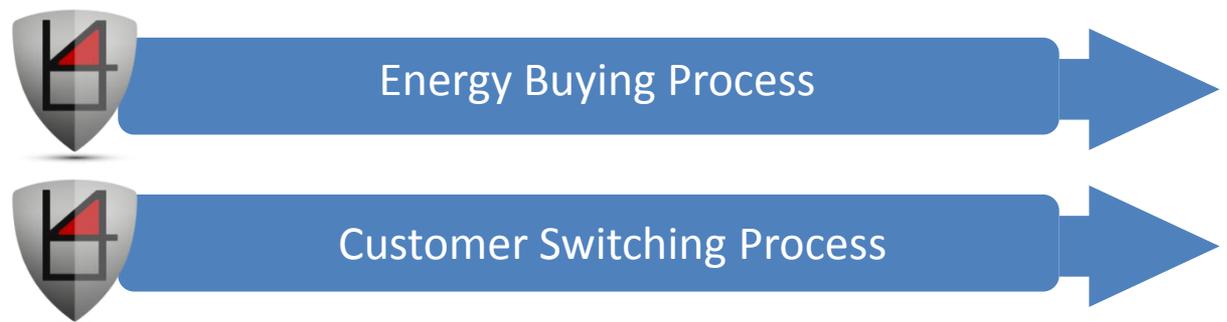
Case Example

Customer Switching Process

Overview:

The Customer Switching Process is a critical business process in the utility industry that ensures end customers that wish to change provider, are switched in a timely manner.

Challenges:

- The process itself can run over multiple IT systems and networks, increasing the complexity and number of dependencies involved for a successfully (and timely) switch to occur.

- To protect customer satisfaction, even when customers leave a provider, good communication processes have to be executed. To satisfy regulatory requirements, various archiving and documentation processes are necessary.

- During the switching process, utility companies have to cooperate with each other to allow a smooth transition to take place.

- End-to-end monitoring of the process is required so in case of errors and issues key staff can be alerted. Furthermore, all application and IT dependencies, as well as third party services need to be monitored in order to find the root cause without delay.

- Failure to switch, is often costly, as contracts are delayed, compensation has to be paid and more resources are spent to rectify the issue, to name a few.

- Human error and system downtime, even at very low percentages, can have significant effects on the utility company's brand reputation and put the utility company at risk of regulatory fines.
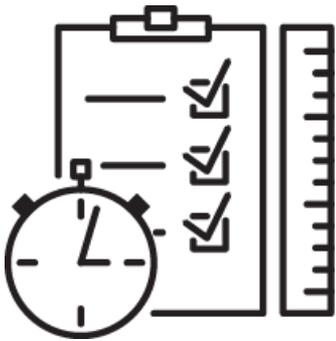
AmdoSoft/b4:

In order to minimise errors and increase the efficiency of the customer switching process, the AmdoSoft technology platform "b4", can be implemented to centrally or locally manage and monitor all process dependencies for utility companies.

Company

Departments
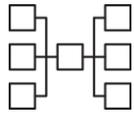
Sub Processes

Applications
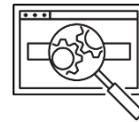
Ressources
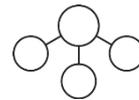
IT Infrastructure

By utilising two primary means of automation, RPA (front end) and ITPA (backend), "b4" is not only "standing by" as a monitoring and alerting mechanism, but takes part in active troubleshooting, executing IT processes and using RPA bots to automate tasks usually performed manually. Furthermore, RPA bots can be used to quality assure the process, taking over tasks that cannot be performed manually as these are too time intensive.

Robotic Process Automation (RPA)	**IT-Automation (ITPA)**

- Faster, cheaper and fewer errors
- Full control and transparency with increased operational security
- Up skill employees for higher value tasks

- Fully documented automation rules
- Faster reaction and faster resolution of issues
- Do more with less
- Time to focus on high value projects