

Case Study:**How a Multiutility Company utilizes EngageOne™ technology to increase their customer satisfaction****Overview**

The Italian gas and energy market is in great turmoil because over the last year it has changed from protected to free even for private users. This event generated the need to produce new offers from market players and to quickly make contractual documentation available to their customers in paper or digital format. This top-tier multiutility company was looking for a solution that would allow it to produce quality documents in the shortest possible time. Timing is the most important element that companies must deal with in customer facing processes.

Challenge

To meet customer expectations, the company needed to find a solution that would:

- Enable the creation of PDFs composed by dynamic and static documents
- Create the output document in “near real-time”
- Reduce the time and cost to create and modify contractual documents
- Manage document history
- Integrate with the existing CRM systems (both cloud and in-house)

Solution

The company implemented EngageOne™ Compose, the Precisely solution that allows on-demand and batch composition of documents, for the production of their customer facing documents, with unprecedented results.

In addition, some custom modules have been built to allow the merging of static and dynamic documents.

The solution has been integrated with their CRM and the post-composition capabilities offered by EngageOne™ Compose allowed to produce additional files for an easy integration with digital delivery channels and the printing service bureaus.

The solution has been installed on premise in a 4 nodes clustered Linux environment to guarantee the level of performance and redundancy required by real time applications.

**Client**

Utility Company

Industry

Utility sector

Solution

EngageOne™ Compose

Benefits

The implementation of an architecture based on EngageOne™ Compose from Precisely has dramatically increased the efficiency and the quality of their customers' experience. The company score has been raised in the customer satisfaction ranking. The company has realized the following benefits:

- High performance in real time document production
- Client wait time for generated documents has been cut down from minutes to seconds
- Rapid reactions to the needs of document creation/changes for new offers or regulation changes
- High scalability of the production architecture to cover future needs.

Management was also impressed by the reliability of the solution. Reliability is key in business-critical processes.