

Case Study: Nuon Energy Trade & Wholesale

Improving customer focus for international energy provider

Client Overview

Nuon Energy Trade & Wholesale is one of the largest energy and water companies in the Netherlands, serving almost 5 million private and business customers. The company also operates internationally through participation in foreign companies and by building and managing renewable energy projects beyond Dutch borders.



Scenario and Challenges

Nuon ET & W was largely an organisation driven by engineers around electricity connections – but it had to become customer-centric in order to retain its position as a front-runner in its market place. The streamlining of business processes, procedures and supporting IT systems became vital.

Solution

Dutch firm Flex Group Nederland bv designed new ways of working through a twelve-month Enterprise Process Management Project using control as a central tool.

Results

Nuon ET & W improved quoting, pricing and invoicing by identifying critical paths, performing risk-analyses and allocating resources in a structured way. This, in combination with new systems such as Siebel and SAP, resulted in entirely new business practices:

- Clear processes mean that employees understand their roles and responsibilities.
- On-line processes are accessible throughout the organisation
- Employees are playing an important role in ensuring continuous improvement
- Nuon ET & W is able to manage information, processes, documents and templates
- Instead of 40 different ways of quoting, Nuon ET & W now uses standard templates, which are stored centrally in the control registry
- Correct, standard templates and confirmation letters prevent miscommunication to the customer
- Working instructions are up-to-date and stored centrally

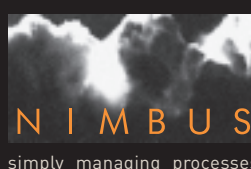
Relationship

“Yr Gunnarsdottir from Flex Group Nederland bv is a focused and driven professional who makes things happen. She was key in bringing about the necessary change,” says Bram Reinders, CIO Nuon Energy Trade & Wholesale.



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