



#### ESSENT ENERGIE

A division of the Essent Company, the Netherlands' largest multi-utility group, supplying 2.8 million customers with electricity and 1.9 million with gas. The Essent Company has total annual revenues of €6.9 billion.

**Industry:** Energy  
**Geography:** Netherlands

#### Deployment Summary

- Three-year project – split across multiple phases to support deregulation – integrates multiple applications to create a real-time infrastructure.
- TIBCO's solution enables integration of SAP, Siebel, and metering systems to provide commercially valuable, real-time information spanning front- and back-office applications.
- The solution includes a customer portal for customer self-service.

#### Benefits

- Using TIBCO's business integration solution, Essent became the first Dutch energy utility to manage billing by the deregulation deadline.
- Essent reduced invoicing errors by linking transaction systems to customer service, metering, and billing systems.
- Integration of the LODESTAR® PricingExpert® application reduced time to quotation from 28 days to 3 days.
- TIBCO's solution helped Essent to reduce its number of applications by 37 percent and number of interfaces by 32 percent.
- The self-service environment enhances customer loyalty.



"We wanted a solution that is open and not dependent on certain server technologies. We needed flexibility because we are going through a period of change, which is when reliability problems can occur. We spoke to people with integration experience, and they all said that TIBCO is the best and most logical choice."

**Frans Schoot, Manager of Information Management, Essent Energie**

## Essent Energie Improves Customer Service with TIBCO

Deregulation of the electricity and gas markets in the European Union has created intense competition among utility providers. Now that customers have choices, it is not only harder to attract new customers but tougher still to retain them. These changes in the market mean that the old, monolithic monopolies are transforming into multiple service organizations that must make choices about the sectors in which they can perform best.

Essent Energie, which operates primarily in the business-to-business (B2B) sector of the energy market, already held a commanding position in its marketplace. Essent realized it would need to make radical changes to defend against the uncertainties of new market conditions while taking advantage of fresh opportunities.

Essent responded to this challenge by selecting best-in-class applications that would help the company run each area of its business most efficiently. Essent chose the SAP® Utilities solution to hold customer power consumption and accounting information. The Siebel® Energy solution was selected to manage the

customer experience. Essent uses the LODESTAR PricingExpert application for pricing and quotations, and the KWI® kW3000™ solution for risk management and deal capturing. In addition, Essent Energie has a host of its own custom applications.

Although a best-in-class approach to applications provides the best functional fit for specific operations, those applications were developed when the need for integration between different departments was not fully appreciated. Essent quickly realized that it needed a comprehensive integration framework to extract the most value from its investments.

#### Integrating Processes Creates Complications

As part of the transition to a deregulated marketplace, Essent recognized an opportunity to change its business practices and processes. For instance, the company wanted to collect metering data from multiple sources so that it could effectively monitor and manage power consumption. In addition, Essent wanted a solution that would enable

its retail operation to expand and provide access to information for cross- and upselling opportunities.

To find the right solution, Essent created a list of potential integration solution providers, and ultimately decided to partner with TIBCO Software Inc., a leading enabler of real-time business. "We wanted a solution that is open and not dependent on certain server technologies. We needed flexibility because we are going through a period of change, which is when reliability problems can occur," says Frans Schoot, manager of information management at Essent Energie. We spoke to people with integration experience, and they all said that TIBCO is the best and most logical choice."

In fewer than three months, Essent completed its initial pilot, which was a scaled-down version of the final solution, and felt confident that its time-critical requirements would be met.

#### **On-time Deployment Ensures Business Continuity, Improves Customer Service**

Essent wanted to ensure that its systems would continue generating bills accurately after the market changes took effect. "We had to have everything completed by April 1, 2002, because that was our deregulation deadline," Schoot says. "We knew that a rapid project completion would give us an enormous advantage. In the end, Essent was the only company to complete the required transitions by the changeover date."

Because Essent wanted to improve its customer-care handling and the quality of the metering data, it decided to integrate accounting, sales, billing, and metering systems. TIBCO's business integration solution accomplished this goal by reconciling customer information across multiple systems. Real-time data sharing among these systems has eliminated manual reconciliation and reduced invoicing errors – results that have led to improved customer service.

#### **TIBCO Helps Essent Manage Complexity**

Essent's situation was complicated by the way in which business processes are completed. For example, quotations are sent to the pricing desk, which issues a requisition for the quotation. The quotation must take into consideration the customer's usage profile, which is also necessary for metering purposes. The set of interlinked processes was slow, yet the company needed the information in real-time as part of its objective of providing the best customer service.

TIBCO's business integration solution connects and coordinates each process in Essent's demand chain. This has led to a decrease in time-to-quotation from 28 days to 3 days. "The ability to manage quotations in such a short timeframe gives us a huge competitive advantage," Schoot says.

Today, TIBCO's solution enables Essent to manage multisite contracts, consolidate metering information for the SAP billing system, and allow the sales teams to view individual, multiple, or

consolidated usage views. In addition, with the help of TIBCO's solution, Essent has simplified its architecture. The company now has 37 percent fewer applications and 32 percent fewer interfaces. Plus, Essent has eliminated data duplication, improving operational efficiencies within the company.

#### **Integration Proves Beneficial to Customers**

Customers expect to manage their energy accounts in a variety of ways, including through the internet. Essent used TIBCO's enterprise portal solution to provide customers with a self-service environment on the web. The system provides secure access so customers only see information relevant to their accounts. Internally, information is delivered to managers' desktops based on their roles. The convenient portal reduces operational costs by decreasing customers' need to contact the company call center or sales teams. In addition, the portal improves customer loyalty by making it easy for customers to do business with Essent.

Essent regards the TIBCO project as strategic to its success and sees benefits well beyond those initially envisioned.

"As our market evolves in the future, we feel confident that our business integration foundation will help Essent continually improve its market position," Schoot says. "Thanks to TIBCO's solution, we are far more agile and responsive to customer needs than we were before."



**TIBCO Software Inc.** (NASDAQ: TIBX) is a provider of infrastructure software for companies to use on-premise or as part of cloud computing environments. Whether it's optimizing claims, processing trades, cross-selling products based on real-time customer behavior, or averting a crisis before it happens, TIBCO provides companies the two-second advantage™ – the ability to capture the right information at the right time and act on it preemptively for a competitive advantage. More than 4,000 customers worldwide rely on TIBCO to manage information, decisions, processes and applications in real time. Learn more at [www.tibco.com](http://www.tibco.com)

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