

## Online Contracting System for Energy Supplier - SSE

Stredoslovenská energetika (SSE) is a well-established supplier of electricity and gas in Slovakia. The company was founded almost 100 years ago and has grown into the largest supplier of energy in Central Slovakia. SSE supplies energy to more than 700,000 customers, whereby products and services range from 100% ecological electricity, photovoltaics and heat pumps to energy certificates, energy audits and charging stations for electric cars. SSE is owned by the Slovak government and EPH.

Lenka Dovalová is Project Manager in SSE. Dovalová: "SSE wanted to enable end customers to conclude contracts for the supply of electricity and gas online using an electronic signature. We had existing systems, such as a document management system, software for processing incoming customer requests, a customer web portal and a website. We didn't have a signature solution or application that created document templates already filled with customer data. And finally, we needed some kind of orchestrator in the form of a BPM platform that would connect all these systems and applications and set the rules for the processes."

SSE understood it needed a BPM based solution for forms and processing which integrated seamlessly with eSignature, Alfresco DMS and other systems. The company looked at various options that could facilitate this.

Dovalová: "When we did our market research regarding the business process management platform, we already realized that Netgrif was an expert in this area. We knew several people in their leadership team and were impressed with their experience and capabilities. We compared the solution from Netgrif with the Camunda BPM platform. We approached three suppliers for the application form. Eventually, we selected Netgrif as the vendor of choice."

So, what was the reason SSE decided that Netgrif was the best fit for their situation and organization?

Dovalová: "We chose Netgrif because of their pro-customer approach. They tried to meet all our requests and were really looking for a solution to suit our needs. It is a relatively young company that does not have the arrogant approach of large suppliers; they sincerely care about their customers. They develop custom software and didn't try to sell us off the shelf software that we'd have to adapt to. Of course, acceptable costs also played a significant role."


The implementation of the solution itself was done in an efficient and professional manner.

Dovalová: "We simply got started. We set the project team, prepared the project plan, agreed on the rules of cooperation and got to work! As a company, we have experience with a number of suppliers. I would rate the level of cooperation and communication with Netgrif as extremely good. They are one of the few suppliers who really meet the deadlines and follow the agreements. We communicated via emails, MS Teams, by phone, WhatsApp and in JIRA. We had a very open, transparent way of working and Netgrif was highly responsive to our requests."

Netgrif supplied two pieces of software to SSE: application form and business process management application. Dovalová: "Thanks to Netgrif, we have a functional and reliable online customer contracting process. The project enabled our customers from the household segment to electronically conclude a contract without the need for a personal visit or a physical signature on paper. We have two new applications that we can use in the future to expand more online processes and a reliable supplier."

So, how does Dovalová see the future with regards to SSE's relationship with Netgrif?





Dovalová: “Even though the project is finished, the cooperation continues. We are trying to improve existing processes and in the future we are thinking about expanding the solution to include new segments and processes. It’s great to be able to rely on a trustworthy partner like Netgrif for this. Netgrif is a customer-oriented company that sticks to agreements and meets deadlines. The most valuable thing is that they are really looking for a customized solution, tailored to our needs, and they’re not trying to sell off the shelf software whereby we’d have to pay for every small adjustment.”