



# Xellent

## All-in-one multi-settlement solution for the modern utility company

Xellent is the market's most stable and future-proof IT solution for public and private utility companies for managing commerce, invoicing, delivery, supply and internal administration.

With a user-friendly solution that puts the customer at the centre, utility companies will be able to differentiate themselves in a market with increased competition while supporting the public's need for an efficient and stable energy sector.

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# 1 PREAMBLE

This white paper presents EG's view of the challenges of the utility industry and the requirements for a modern utility company, with a summary of how our solution – Xellent – supports the need for a flexible and future-proof settlement solution with the customer at the centre.

## 2 THE CHALLENGES OF THE UTILITY INDUSTRY

The utility industry is in a continuous process of change, where a liberalised market contributes to the creation of a whole new future. Today, electricity, gas and fibre are already far along in the process of liberalisation. Water and drainage, district heating and renovation are the next focus areas. This is based on the report on the utility sector's efficiency potential, prepared by McKinsey.

The challenges that the liberalisation process poses today place higher demands on utility companies to be market-oriented, competitive, service-oriented and, at the same time, to focus on efficiency and increased production.

At EG, we take four strategic challenges into account in the development of the Xellent solution of the future.



Figure 1: Future strategic challenges

### 2.1 CONSUMER-FOCUSED

With the consumer in focus, the concept of customer is undergoing a major transformation in the utility industry, and a future-proof and flexible solution is absolutely necessary in order to meet market challenges. This applies to both improved communication and customer interaction via the web, social media and mobile platforms. Most utility companies have come a long way in the transition from consumer to customer.

### 2.2 STREAMLINING THE VALUE CHAIN

There are opportunities for streamlining, which the utility companies must already focus on now and in the coming years, such as streamlining the overall maintenance and operation of the network through the use of automated work processes.

There are also streamlining opportunities in the form of mergers and strategic collaborations between small and large utility companies. This places demands on flexible and future-proof IT systems.

It is important to increase employee productivity and at the same time increase employee satisfaction by ensuring that the IT system reduces the possibility of making mistakes when using validations and processes. This also ensures data consistency and high-quality data.

### 2.3 THE DIGITAL TRANSITION

With the intelligent use of cloud services, the total IT cost can be reduced. At the same time, increased utilisation of cloud capabilities will provide utility companies with far greater opportunities for flexible capacity utilisation and storage of large volumes of data, as well as integration with services that only live in the cloud.

## 2.4 DATA MANAGEMENT

Data management has gone from managing individual cases to increased automated processing of frequently occurring types of cases, thereby focusing attention on manual processing of cases that are not within the norm or which fail during automatic processing.

# 3 DEMANDS ON THE MODERN UTILITY COMPANY

## 3.1 CUSTOMER RELATIONSHIPS

A shift in focus from meters to people means that the utility industry needs to know its customers and cultivate them to a much greater extent.



Figure 2: From meters to people

Increasing competition also means that we need to think creatively about offering new and attractive products that match our customers' needs. In this instance, various technological solutions can support the effort in accommodating and gaining greater insight into customer needs. Possible solutions include Dynamics 365 Sales, Business Analytics, Machine Learning and other services such as is supplied with Microsoft Azure.

## 3.2 SETTLEMENT

A modern utility company needs a settlement solution that manages inaccuracies and corrections in readings and consumption in a flexible manner, ensures clear and easy-to-understand bills, complies with current legal and market requirements, can manage multiple market roles and supply types, and can operate across national borders.

## 3.3 OPERATION AND MAINTENANCE OF THE SUPPLY NETWORK

Demands for management and documentation of distribution infrastructure, buildings, cars, machines and elements are steadily increasing. Therefore, a modern utility and energy company needs solutions that meet the requirements for streamlining and automating the processes in this area. EG's solution for utility companies allows them to implement those areas that the company needs and guarantees the possibility of expanding the system in line with the continuous changes that are happening in the market.

## 3.4 BUSINESS ANALYTICS

Business Analytics solutions provide a comprehensive overview of business operations, based on data collection and processing across functions and activities. EG's solution offers the option of highlighting the economic consequences of various actions.

## 3.5 ERP

Includes debtor and creditor finance, project management, inventory and procurement as well as salary and HR.

## 3.6 PROCESS OPTIMISATION

With process optimisation, the company's untapped potential can be unleashed. Streamlined processes lead to greater productivity, less waste, greater competitiveness and dramatic improvements in ROI.



Figure 3: Process optimisation

This also ensures higher employee satisfaction as a result of clear processes supported by IT system validations, thus reducing the risk of making mistakes.

For most companies, there is a large, untapped potential stored in the company's processes. EG helps improve productivity by working in a structured manner with process optimisation in parallel to the work with the company's IT system so that it supports the processes in the best possible manner.

### 3.7 OPERATIONS, SERVICE, SUPPORT AND HOTLINE

EG offers flexible operations solutions. You can choose between placing all operations with EG or seek assistance in selected areas. An EG service agreement guarantees top-rate assistance with the IT solution. We offer a wide variety of services which make it easy to ensure stable IT operations.

## 4 EG'S SOLUTION FOR THE UTILITY MARKET

With Xellent, EG delivers a modern and flexible IT solution designed for the utility market, based on industry knowledge and more than 30 years of experience. Xellent is an all-in-one multi-settlement solution based on Microsoft Dynamics 365.

### 4.1 ABOUT MICROSOFT DYNAMICS 365

Dynamics 365 is Microsoft's new cloud-based IT platform for businesses and is a further development of the ERP platforms Dynamics AX and NAV, which simultaneously integrates CRM. This is a brand new way of rethinking IT architecture and operations.

Dynamics 365 brings together a number of Microsoft's IT platforms, with Microsoft CRM and Microsoft Power BI, among others, combined into one product together with the ERP platform. This provides the option of improving the coherence of the company's internal processes, which generates greater efficiency and agility in the company's IT infrastructure.

As Dynamics 365 is in the cloud, it is always updated. This means that you can say goodbye to expensive purchases and rollouts of new versions – and that you will always have a secure and competitive IT platform.

## 4.2 ABOUT XELLENT

Xellent is at the heart of EG's future-proof and flexible utility package for the utility industry, which is on top of Dynamics 365. Xellent digitises and streamlines all profit-generating links in the value chain – from managing raw meter data and consumer invoicing to analysis of trades and qualification of marketing efforts.

### 4.2.1 XELLENT PUTS THE CONSUMER IN FOCUS

Large utility companies and smaller suppliers are increasingly competing for the consumer's favour in a liberalised market. The expectation is that the individual company will be able to manage and deliver more supply types and new products in a cheaper and better way across borders.



Figure 4: Xellent

Xellent supports the consumer's desire for proximity and mobility, the authorities' demands for a free market and free competition and, not least, the companies' complex need for real-time knowledge and an overview, whether they supply electricity, gas, water, drainage, heat, fibre or waste disposal to customers in the Scandinavian market.

### 4.2.2 XELLENT IS FUTURE-PROOF

The choice of Microsoft Dynamics 365 for Operations as the basic system for Xellent means that utility companies can take advantage of the many advanced standard features of Microsoft Dynamics 365.

Current customers in Denmark and Sweden can upgrade to the new platform as needed – well in advance of the termination of support for the current Microsoft Dynamics AX platform in 2019. The latest version of Xellent will be available in 2017.

### 4.2.3 XELLENT IS A FLEXIBLE SOLUTION

Xellent is modular and consists of a number of industry solutions that the utility company can accept or reject as needed. You can use the solution to manage all financial transactions or only for settlement. The individual company decides for itself how integrated the solution should be. All key customer needs in settlement, ERP, the liberalised market, work orders and resource management are supported.

### 4.2.4 XELLENT SUPPORTS EFFICIENT AND RESOURCE-SAVING WORKFLOWS

In order to win in the liberalised market, where price plays an increasingly important role, modern utility companies must constantly optimise and streamline efforts to reach the benchmarks set by the authorities and competitors. With Xellent, utility companies can make the best use of resources at every level, thus freeing up valuable time from administration to customer care.

### 4.2.5 MOBILE SOLUTIONS

Xellent integrated mobile solutions creates a flexible working day for technicians and other employees with a simple IT system/tool. In order to ensure that employees delivering service in the field feel as efficient as possible, it is important that they are able to carry out time and equipment recordings as well as to manage maintenance processes and synchronise this directly with Xellent from the work location.

#### 4.2.6 XELLENT PROVIDES BUSINESSES WITH DIGITAL COHERENCE

With respect for data security, Xellent interlinks the company's data flow – from the standardised interfaces to the smart meter solution to digital handling of payment data and other larger volumes of data.

## 5 CONCLUSION

Utility companies are in a process of change. With the demands that the liberalised market places on market orientation, competitiveness, service orientation and a focus on efficiency and increased production, the choice of IT partner and solution is more important than ever.

With process optimisation, EG can assist utility companies in unleashing untapped potential. And with the complete Utility package, consisting of Xellent on top of Microsoft Dynamics 365 with a variety of integrations for CRM, BI and smart meters, for example, utility companies are able to make the right business decisions.

Xellent matches the supply and energy sector's needs for flawless and flexible settlement, co-invoicing for customers with multiple agreements, co-invoicing across products and supply types, infrastructure, finance, project, warehousing, procurement and wages.

In short – EG and Xellent are an ALL-IN-ONE SOLUTION.

### Who are we?

EG A/S is among Scandinavia's leading suppliers of IT solutions that create business value for both small and large companies. We are more than 2,000 employees who, with our unique knowledge and deep industry insight, contribute to productivity improvements for customers in Denmark, Norway, Finland and Sweden.

We have more than 30 years of experience in delivering industry-specific IT solutions to utility companies and are just under 150 employees in this business unit.

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