



MYTILINEOS GROUP NOW ENABLES ENHANCED USER EXPERIENCE FOR PROTERGIA CUSTOMERS THROUGH i-DOCS OUTPUT MANAGEMENT (OM) SOLUTION



BUSINESS CHALLENGE

Protergia is the Energy Unit of MYTILINEOS, the largest independent electricity producer in Greece, providing electricity and natural gas to businesses, professionals and households. Within this framework, Protergia needed to deploy a system for fast, effective and error-proof e-bill production and dispatching, along with a smart CCM system (Customer Communications Management) that would also reduce operational costs and increase transparency.

i-DOCS SOLUTION

i-DOCS Output Management software enabled Protergia to create its customers' monthly statements in only a few minutes, while feeding them to their online portal (myprotergia) for instant view and download. The i-DOCS implementation covers the full range of managing the bills of Protergia's clients: i-DOCS OM receives data from the billing system, the ERP, CRM as well as the Collections system and through automated processes stores the files at the repository. Upon customer/user request, i-DOCS generates bills, credit notes, welcome letters and other documents. Special flows are triggered to create the final files to be sent in encrypted form to the printing house (ready to print) to drive printing, enveloping, and posting.

BUSINESS IMPACT

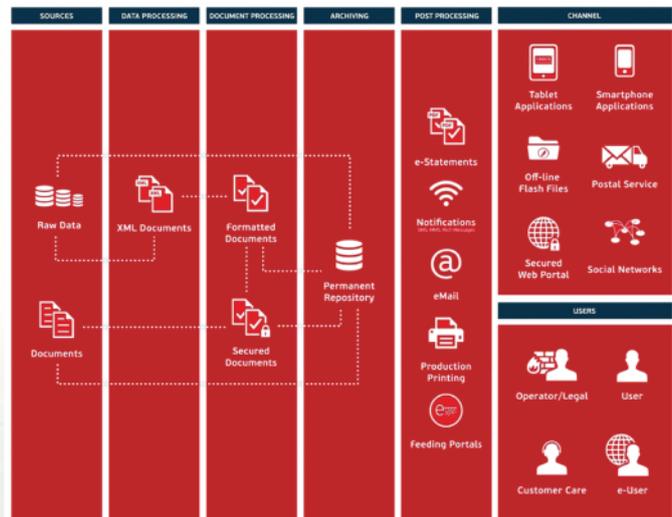
Protergia now saves significant time during billing cycles, as now issuing the monthly bills is a matter of only a few minutes instead of days, and data proofing can be performed through automated processes. The customers enjoy a unique user experience, having immediate access to their consumption data and bills. Statements are now error-free and calls to Customer Care regarding bills-related issues are minimized. Operational costs were significantly reduced through less printing and co-enveloping.



About i-DOCS

i-DOCS is Ideal Electronics' enterprise software in the field of Customer Communications Management (CCM) that enables organizations to significantly reduce operating costs, to exploit opportunities for new revenues, to enrich customer experience and to gain a strong competitive advantage. Whether addressing banking or other financial services institutions, telecom operators or utility companies, i-DOCS offers best of breed technology products and solutions to meet their outmost target: to keep end-customers happy and loyal.

Key products and solutions include mass and on-demand Output Management with multi-channel delivery features, efficient archiving with WYSIWYG capabilities, electronic bill presentment & payment, SMART PIN Delivery, SMS Alerts and Notifications.



How it Works

i-DOCS Output Management handles documents and data, businesses use to communicate to their customers. i-DOCS can format, manage and distribute data generated by practically any enterprise application used today like banking or insurance information systems, telecom and utility billing systems, ERP (Enterprise Resource Planning) systems, CRM (Customer Relationship Management), retail systems and many others.

i-DOCS technology also allows enhancement of content with banners, messages, notifications and more. In addition, Output Management can reduce overhead by replacing traditional printing with digital output channels such as eMail and web portals.