

## **Elnova to Restructure its Customer Service with Assistance from TietoEnator**

**Elnova is implementing a large-scale project, called Asiakas (Customer) 2000, during which its Customer Service and all major IT systems will be restructured. The project will be integrated by TietoEnator, which is also responsible e.g. for the digital media sub-project. Other partners in the project include Tekla, ABB, Telekolmio, Etrem, Enermet, Process Vision and Visual Systems. The main objective of the project is to improve the fluency of customer relations and the versatility of service.**

The improvements will be visible to Elnova's customers in the autumn at the latest when a real-time Customer Care Desk will be implemented as part of the digital media project. The Desk is a web browser based interface solution that integrates the information systems essential for customer service. Thanks to this solution, the customer service officer will be able to handle the customer's enquiry, complaint, order or amendment in its entirety during one telephone call. The service, initially implemented as an intranet solution, will later be expanded to extranets in order to provide the service to partners. In its final version, the system will function also as an Internet- or mobile solution. At that stage, the customer will be able, e.g. to draw up, by self-service, an electricity supply contract securely and conveniently.

The Customer Relationship Management and Network Information Systems as well as telecommunications have already been revamped during the Asiakas 2000 project. The operation monitoring and support systems are presently undergoing the improvement work.

Once the project is completed, Elnova will be able to provide its customers with a more versatile service, better information and, among other things, faster trouble shooting. *Excellence in Customer Service is our No. 1 Target?*, says Managing Director **Erkki Puheloinen**

At present, Elnova receives annually some 50,000 enquiries regarding billing and sales, 1,000 fault-related enquiries and 30,000 changes of addresses.

The background of the Asiakas 2000 project lies in the changing electricity markets which drive the energy companies to seek new operational models. Erkki Puheloinen comments: "According to the basic philosophy of Elnova, the core areas of expertise of an energy company are the management of its customer interface and assets. To support our own core expertise, we have established a strong network of partners, where each company concentrates on its own particular area of expertise while the entire service transaction is cemented together in the most efficient way possible."

### **Further Information:**

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## **TIETOENATOR CORPORATION**

**Elnova** consists of a large group of electricity sales and distribution companies in Southern Finland. The Group comprises Uudenmaan Energia Oy, Uudenmaan Sähköverkko Oy and the closely associated Verkonrakentaja Wire Oy, a grid construction company. Elnova has some 108,000 customers in its catchment area. The companies have a total turnover of FIM 550 million and they employ 180 people.

With a staff of 10,000 and an annual turnover of 1.2 billion euros, TietoEnator is a leading supplier of value-added IT services in Europe. We can provide consulting, systems development and integration,

operation and support and software services. We have in-depth knowledge of our customers' businesses in areas such as energy, telecommunication, banking and finance, the public sector and the forest industry.

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