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### Sector

- Energy utility

### Challenges

- Manual preparation of complex sales and service correspondence
- Use of IT resources to prepare templates

### Role of legodo

- Software producer and distributor
- Conduct training sessions

### Benefits

- Direct link to SAP
- Easier to use
- Lower load on internal IT resources
- Shorter response times to customer queries
- Cost savings through a reduced workload and less maintenance



## More power to the customer: legodo and SAP IS-U empower an energy utility to further boost the quality of its service

Integrating the legodo communications platform with SAP IS-U enabled a leading Hungarian energy utility to significantly enhance customer service. Deploying this flexible solution helped its customer service department to markedly trim costs, ensure legal certainty, and better serve its customers.

### The customer

The Hungarian energy utility provides a broad range of services to over 1.4 million customers. These include personnel management, finance, accounting, procurement, logistics, legal assistance, information management, facility management, communications, marketing, internal audits, and technical services related to the network.

### Challenges

In 2009, the utility's call center was combined with correspondence services into one unit. The roughly 1,000 call center employees were to use their data for effective customer service and prepare proper templates for correspondence. The assignment meant deploying all processes and data from the existing SAP system in the right context and at the right time to deliver customer-relevant correspondence. The aim was to expedite responses to queries and augment the quality of customer service.

### Solution

The legodo platform for communications, used effectively by other utilities like RWE, was launched rapidly at the Hungarian utility.

Fed with SAP data, the platform automatically prepares rule-based correspondence, which can be personalized and sent via an appropriate output channel. Each day, the staff uses all the

information relevant to customer queries to easily and quickly create targeted correspondence, and apply defined rules to store the material.

### Benefits

Prior to this step, employees depended on the IT department for technical modifications of templates. Now, customer service can act or react faster by making the desired changes directly with the legodo Designer software. This easy to use software saves time, leaving more room for attending to customers.

The project manager praised the exemplary cooperation shown by all members of the team: "We achieved our target of flawless commissioning within five months. The whole team performed superbly."

Work is now in progress on upgrading the scope of services to the SAP ERP 6.0 version.

***"We felt it was crucial to improve the quality of our correspondence, retain our CI, and ensure the content's legal certainty. Thanks to legodo, we have become extremely adaptable and can respond faster than ever before to customer queries, while offering them the highest standard of service."***

*Project Manager, Energy Utility – launching of legodo & SAP IS-U*

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