



## Enerxenia and Gritti Gas: COMmunication is easy with Cisco!

Two companies working in the same sector, both supporting innovation, witness the flexibility of Cisco IP Communications

- **Enerxenia and Gritti Gas, two gas companies, implemented CallManager Express, Cisco Systems new IP Communications solution providing voice and data connections on a single platform.**
- **Both companies also adopted COMunico, a software developed by Computer Design which integrates with Cisco Systems solution and provides the recording of consumption data.**
- **This innovative self-reading process has reduced costs and generated high user satisfaction levels.**
- **CallManager Express proves to be the ideal solution for implementing value-added applications.**

In companies where customer satisfaction also depends on how user-friendly services are, optimising communication and interaction channels with customers is a critical requirement. From this point of view investing in ICT infrastructures is the best possible choice, especially when technological innovation combines with cost reduction.

Enerxenia is a multiutility company owned by ACSM SpA, a company quoted on the Stock Exchange whose activities are gas distribution and sales, providing water supplies for the province of Como and, since 2003, electrical energy distribution. Gritti Gas has been selling gas and managing the distribution infrastructures since the '60s in several municipalities in the provinces of Verona and Cremona. Both supporting technological innovation, these two companies found the solution to meet their needs in Cisco Systems IP Telephony and in the value-added applications that can be implemented thanks to this technology which combines voice services and data transmission in a single network infrastructure.





### Customer-oriented technology

The project was based on both companies' need for an automatic and smooth process starting from meter reading and ending with the invoicing of customers' respective consumption. "Until 1998 consumption direct reading was carried out by our operators", says **Emilio Montani**, Gritti Gas General Manager; "then we introduced an information system to manage advance invoicing, based on customers' expected consumption. As customers were dissatisfied by the inconsistency between expected data and real consumption, a very flexible and user-friendly reading communication system became necessary". Enerxenia also had to face the problem of temporary unavailability of a CRM solution. "It was fundamental to enable customers to report anytime and at no cost, through a toll-free number the self-reading consumption data", states **Pietro Perini**, Enerxenia Information Systems Manager. "That is why we looked for a company that could provide us with a functional, scalable, secure and easy-to-manage solution".

### Custom-made solutions

Enerxenia and Gritti Gas implemented Cisco CallManager Express, the IP Communications solution providing small and medium businesses and branch offices with voice and data connections on a single IP platform.

A single piece of Cisco Systems equipment provided the two companies with a voice-data integrated system, a telephone infrastructure for internal and external communications and a software application for the self-reading service. In fact, thanks to this platform, Computer Design, Cisco Systems partner, developed "COMunico" software, a self-reading communication management system based on Cisco Systems product reliability. COMunico answers the call and, through an IVR menu (Interactive Voice Response) can manage the interaction flow during which customers are identified and self-reading data is recorded. All operations are simple and easy to understand for any customer.

"The new data collection system enables us to check on-line data such as call time, calling number and self-reading data consistency with our database", explains Emilio Montani. "This control phase before invoicing is very useful as it reduces complaints on advance invoices.

*Our company chose to provide this service through a toll-free number. Companies working with advance invoicing systems are required by the Authority for electrical energy and gas to provide customers with at least one automatic self-reading communication system: we further developed this tool and provided, at no additional cost, a web service".* Other benefits are highlighted by Pietro Perini: "Apart from cost savings for the staff that we were not obliged to employ to answer calls, customers know they can communicate anytime their self-reading for free and will then receive an invoice based on real consumption instead of predicted consumption. This brings our company closer to our customers' real needs".

### No-limits evolution

Both companies use IP phones for internal and external calls; considering their structure and tendency for expansion through branch offices, the flexibility of this solution is another key advantage.

*"Gritti Gas is now associating with other operators of the same sector in the new 'Enova' evolving reality; Cisco Systems solution and COMunico software will surely be part of the shared technological resources. After this union we will have to serve 120,000 users. Today they are 34,000; the investment we have made is a very good starting point".*





CallManager Express proves to be the **ideal support** for implementing **value-added applications**.

Pietro Perini, in Enerxenia, does not exclude other possible developments that the technological infrastructure can support:  
*“We are planning to deploy an IP-based call centre by the end of the year. We are also thinking about integrating CRM solutions on the web, in order to enable our customers to take advantage of some services such as to start, move or stop the contract; in order to introduce these services as well as on-line bill payment, we will analyse, along with Cisco Systems, the security issues concerning customer data that these services entail”.*

For further information

**Cisco Systems:**

<http://www.cisco.com>

**Computer Design:**

<http://www.cdesign.it>

**Enerxenia:**

<http://www.enerxenia.it>

**Gritti Gas:**

<http://www.grittigas.it>

**IP Communications:**

<http://www.cisco.com/go/ipcommunications>



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