ITVT Group®

3|6|5
Stadtwerk

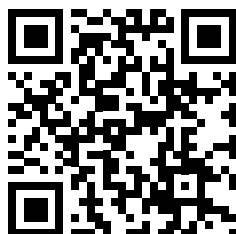# Modular industry solution for the energy industry

The energy industry needs a digital transformation in order to master the current and future challenges with regard to the customer.
New legal ordinances and regulations, as well as ever-increasing competitive pressure, require more and more commitment from employees at energy suppliers - with the same amount of time.

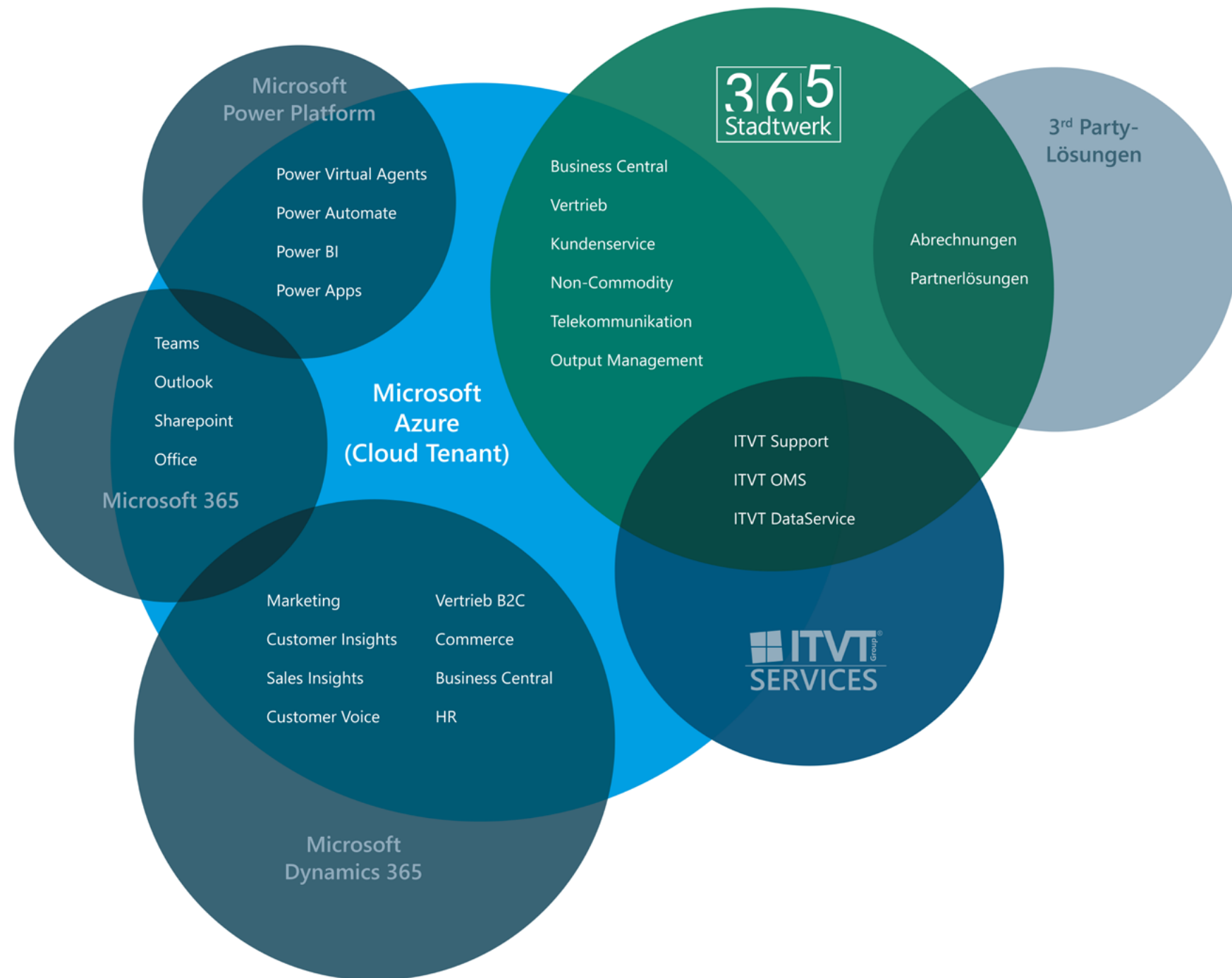To create relief here, you need strong partners and smart solutions.
In this way, necessary changes to systems and processes are carried out promptly and profitably.

With Stadtwerk365 based on Microsoft Dynamics 365, we offer three things: over 20 years of industry experience, a smart energy management system and
the innovative power of the Microsoft platform. With our modular approach, we ensure that every EVU finds the right solution with us.

365 Stadtwerk on Youtube
https://youtu.be/smloAL9Mygk

Microsoft Power Platform
- Power Virtual Agents
- Power Automate
- Power BI
- Power Apps

Microsoft 365
- Teams
- Outlook
- Sharepoint
- Office

Microsoft Azure (Cloud Tenant)

365 Stadtwerk
- Business Central
- Vertrieb
- Kundenservice
- Non-Commodity
- Telekommunikation
- Output Management

3rd Party-Lösungen
- Abrechnungen
- Partnerlösungen

ITVT SERVICES
- ITVT Support
- ITVT OMS
- ITVT DataService

Microsoft Dynamics 365
- Marketing
- Customer Insights
- Sales Insights
- Customer Voice
- Vertrieb B2C
- Commerce
- Business Central
- HR

Core functions of Stadtwerk365

◇ Mapping of data to customers,
Business partners, contracts, connection
objects, points of consumption, market
locations and metering points

◇ Dialogue-based processes for
Customer acquisition and management

◇ customer recovery campaigns

◇ Customer Service Support-
processes (automatic request
generation, categorization and
satisfaction survey)

◇ Full integration of Microsoft 365

◇ Central customer center (360° cockpit)

◇ Tailored customer approach
(e.g. differentiated/ demographic
customer approach)

◇ Seamless integration of billing systems:
eg Business Central, Powercloud,
Neutrasoft, SAP

◇ Comprehensive campaign management
including online marketing functions

◇ Connection of established services such as
GetAG or enè t

◇ Pricing and EDM integration
systems

◇ Automated process integration via portals,
such as comparison portals,
Customer registration, cancellation, re-registration

◇ Integration of CTI/telephone systems

◇ contract management

◇ regulation management

◇ Integration of DMS/ECM systems
eg SharePoint, ELO, EasyArchive

◇ credit checks

◇ Offer and Opportunity Management

◇ product configuration

◇ Business Intelligence:
Market, customer and competition analyses,
reports, dashboards

◇ Property management:
Buildings, facilities, objects

◇ Address management and checks

◇ Multi Channel Management:
Social media, web, chat, telephony, email

◇ Hosting in German data centers:
Green Hosting Cloud

digital workplace

The customer center serves as a central entry point for your employees.
From here, many different actions can be started directly from the user interface, such as creating offers for customers, making calls or adding new contacts to a company.
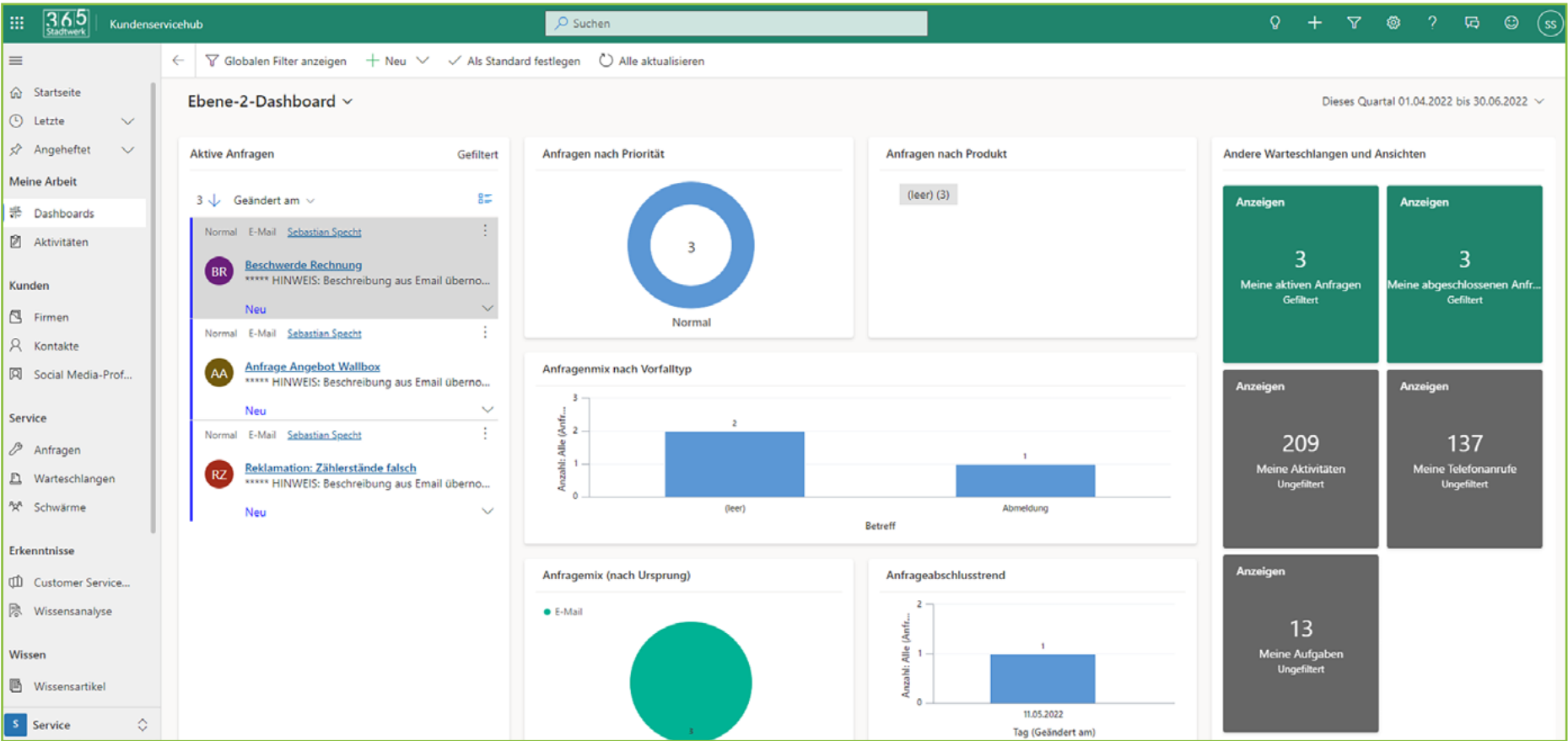
Golden Record

Expand the 360° view with a cross-divisional golden record with the help of the Customer Insights module. It enables the linking of customer data across systems/divisions and the determination of key figures and potential.

relevancy search

All defined objects that contain the input of the search query are found via the relevance search. This allows you to search for customers, contacts, offers, inquiries, meter numbers, market location IDs, etc., among other things.

Suchen

Stadtwerk365 Basic

With Stadtwerk365 Basic, energy suppliers lay the foundation for customer centricity.
The first step and entry into our modular system.

Stadtwerk365 Basic is implemented with little effort and in the shortest possible time. In this way, topics such as marketing or customer service can be optimized immediately.

The associated and necessary data migration requires cleaned data and leads to a generally better data situation, with significantly more meaningfulness about your business potential.

Based on the implementation of migrated and cleaned data, further modules can be used, for example to carry out targeted marketing activities or to automate service processes.

360° Cockpit - Keep the overview

The customer center is the central entry point into the system. Here you have a 360° view of your customers, including a relevance search. Different actions can be started directly from the user interface.
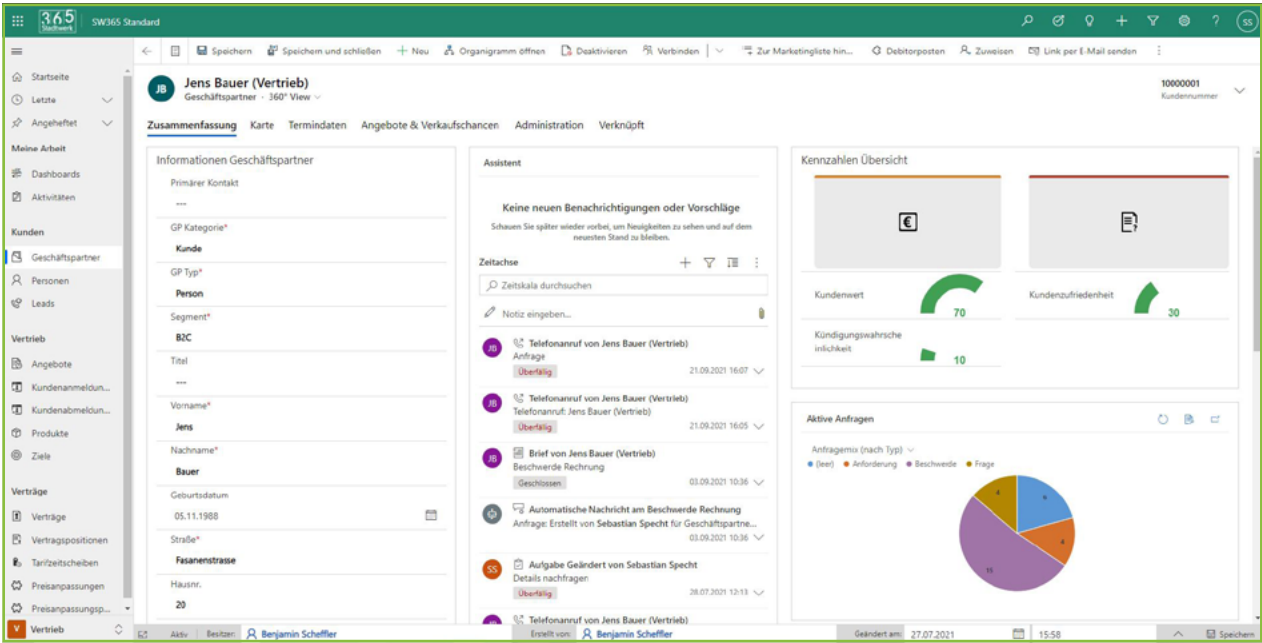
Customer Voice

Stadtwerk365 is based on Microsoft Dynamics 365. From the basic version, Stadtwerk365 customers can therefore also use the Microsoft Dynamics 365 Customer Voice feature.

Up to 2,000 surveys are available per month. These surveys can be used profitably in various processes, for example to record continuous service quality in customer service.
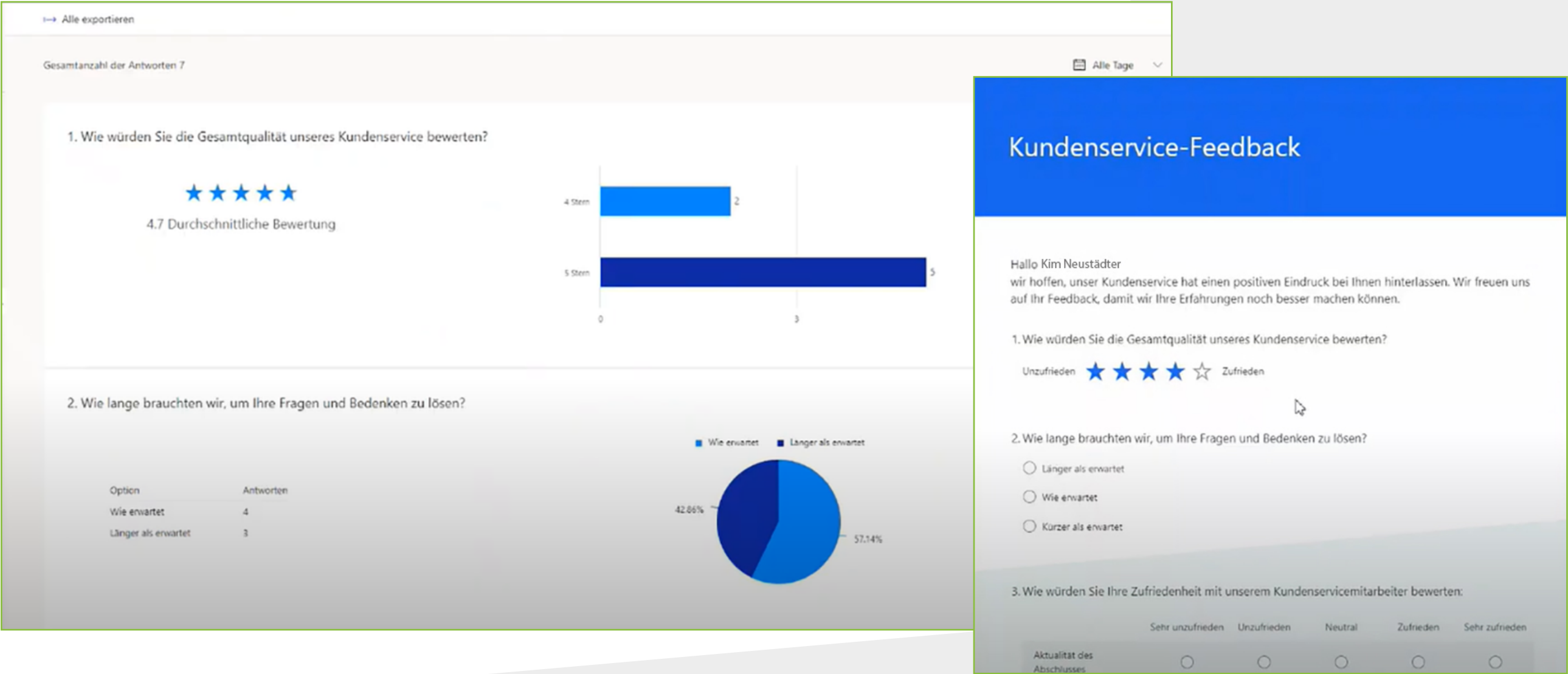
Stadtwerk365 Advanced

With Stadtwerk365 Advanced, energy suppliers bring the procedural logic of sales and customer service into the CRM and benefit from various best-practice approaches that are already available in Stadtwerk365.

There are no restrictions on the adaptation and configuration for utility companies, because the system is constantly learning with the help of an AI.

Different processes are added from all customer projects and are available to Stadtwerk365 users around the clock.

Stadtwerk365 creates a solid foundation for the standardization and automation of sales and customer service processes - implemented quickly and easily.

Our cloud-based modular solution understands the business of energy suppliers. This includes all the usual products and services, including the associated processes. Regardless of whether waste water or wall box.

Stadtwerk365 customer service

With the customer service feature in Stadtwerk365, service processes can be easily automated with the help of Microsoft Power Automate.

The tool controls customer communication via a ticket system and assigns cases so that an overview is guaranteed even at peak times.

The module includes the AI component Customer Service Insights. In this way, EVUs can make the service quality measurable both for individual employees and at team level.

Problems are also identified quickly and efficiently, which can otherwise lead to frequent inquiries and complaints. A sustainable improvement and increase in quality is therefore possible in a timely manner.

Stadtwerk365 has various expansion stages for digital customer service ready to pick up employees and customers alike in change management - from the automation of the ticket system to the virtual assistant.
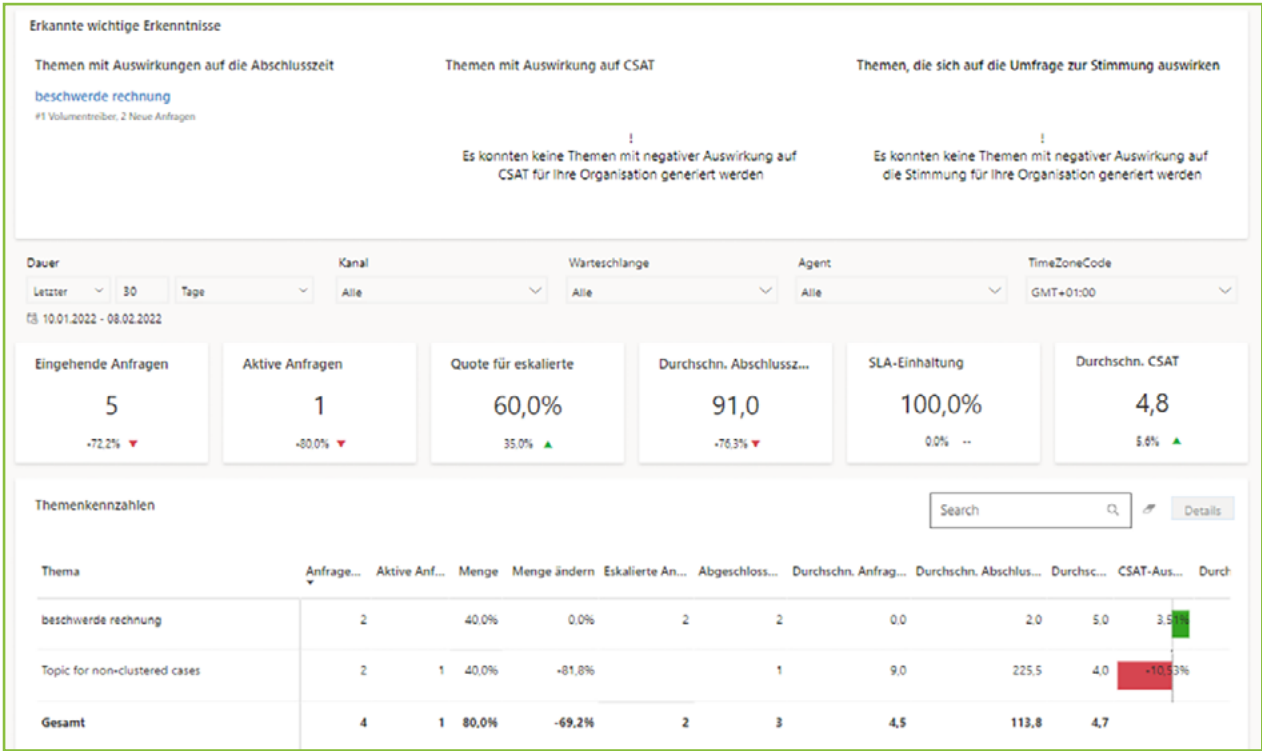
Inquiry & Complaint Management

All incoming inquiries and complaints from all connected sources are processed in Stadtwerk365 and assigned based on rules.
The system assigns clear case numbers so that the subsequent communication is assigned to the case and does not immediately trigger a new request.
The processor is supported by the system both in terms of process and knowledge, so that the fastest possible processing can be guaranteed.

omnichannel

All common channels of customer communication can also be connected to the system in terms of process, so that Stadtwerk365 becomes the central tool for customer service.

This is the only way for an EVU to gain the most important information about its services and customers and use it for further measures.

knowledge article

Knowledge articles on many frequently asked questions are available to new employees and can be created freely. So that familiarization with the system is accelerated and supported.

Provided in self-service, the knowledge articles can help reduce inquiries and significantly reduce customer frustration.

Stadtwerk365 additional module: non-commodity

With the module for non-commodities, utility companies can, for example, plan, control and monitor the provision of services and products such as telephony, internet or photovoltaics.

In addition to covering lead and offer processes, the EVUs also have the implementation and integration in customer service at their disposal.
In this way, even high demands can be processed in a standardized and semi-automated manner.

Stadtwerk365 additional module: Marketing

With the Microsoft Dynamics 365 Marketing Module, EVUs can expand the previously introduced CRM basis with the necessary customer experience.

Both existing and new customer campaigns can be planned and implemented fully automatically using this module.

Thanks to the common data model of the Microsoft platform, there are a variety of scenarios in marketing and of customer communication, which was previously not accessible to energy supply companies. The module is fully functional and can also be used on its own. The most important features are the extensive segmentation options, customer contact history, marketing pages, marketing emails and the control of social media channels.
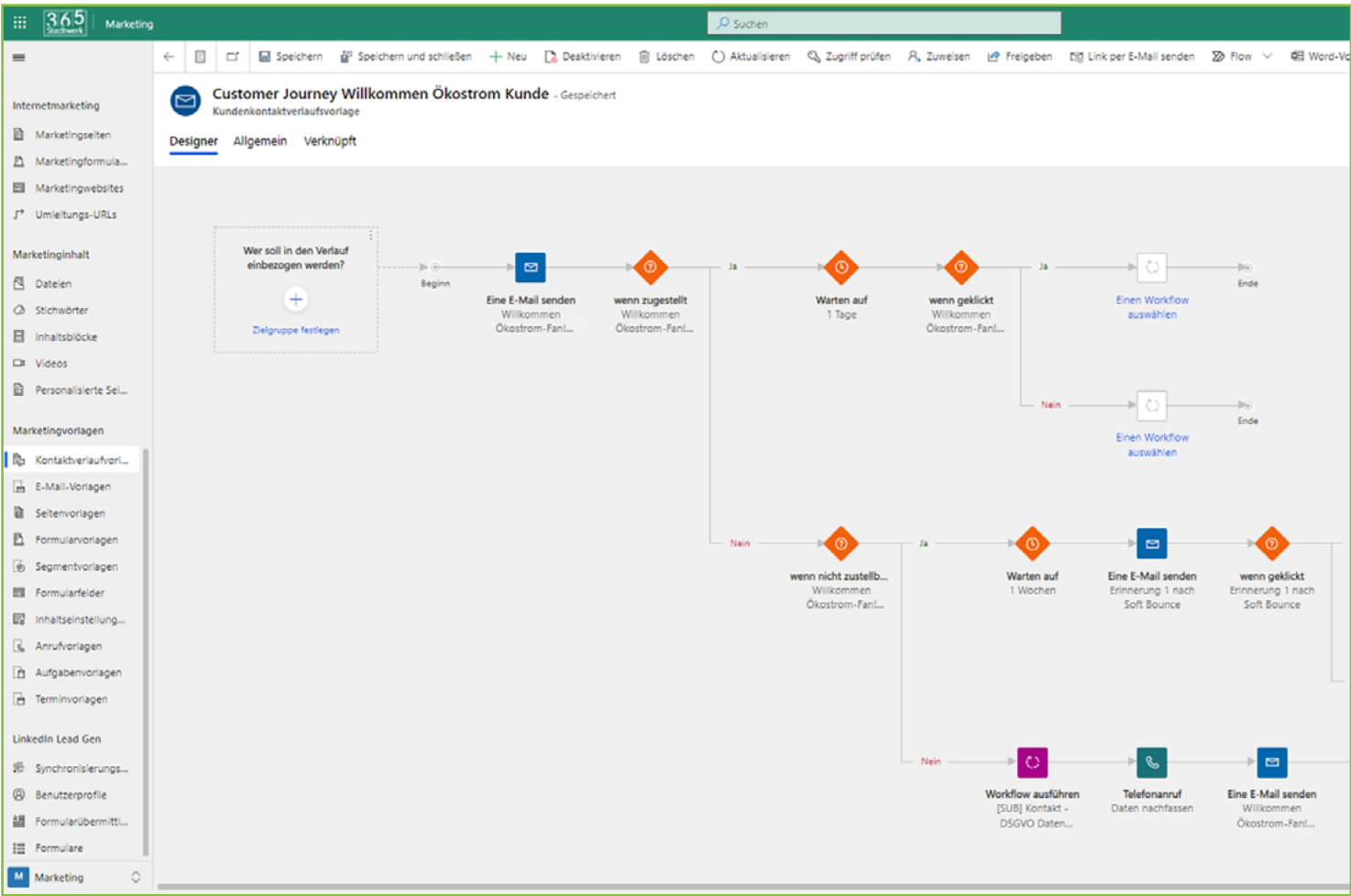
Stadtwerk365 additional module: Customer Insights

With the Microsoft Customer Insights module, a "golden record" of the customer is realized, so that all relevant data from Stadtwerk365 and other sources lead to various findings through standardized AI evaluations.

The focus can be interpreted differently, regardless of whether preferences, termination probabilities or customer value. The tool offers a lot of potential for using artificial intelligence in sales and marketing.
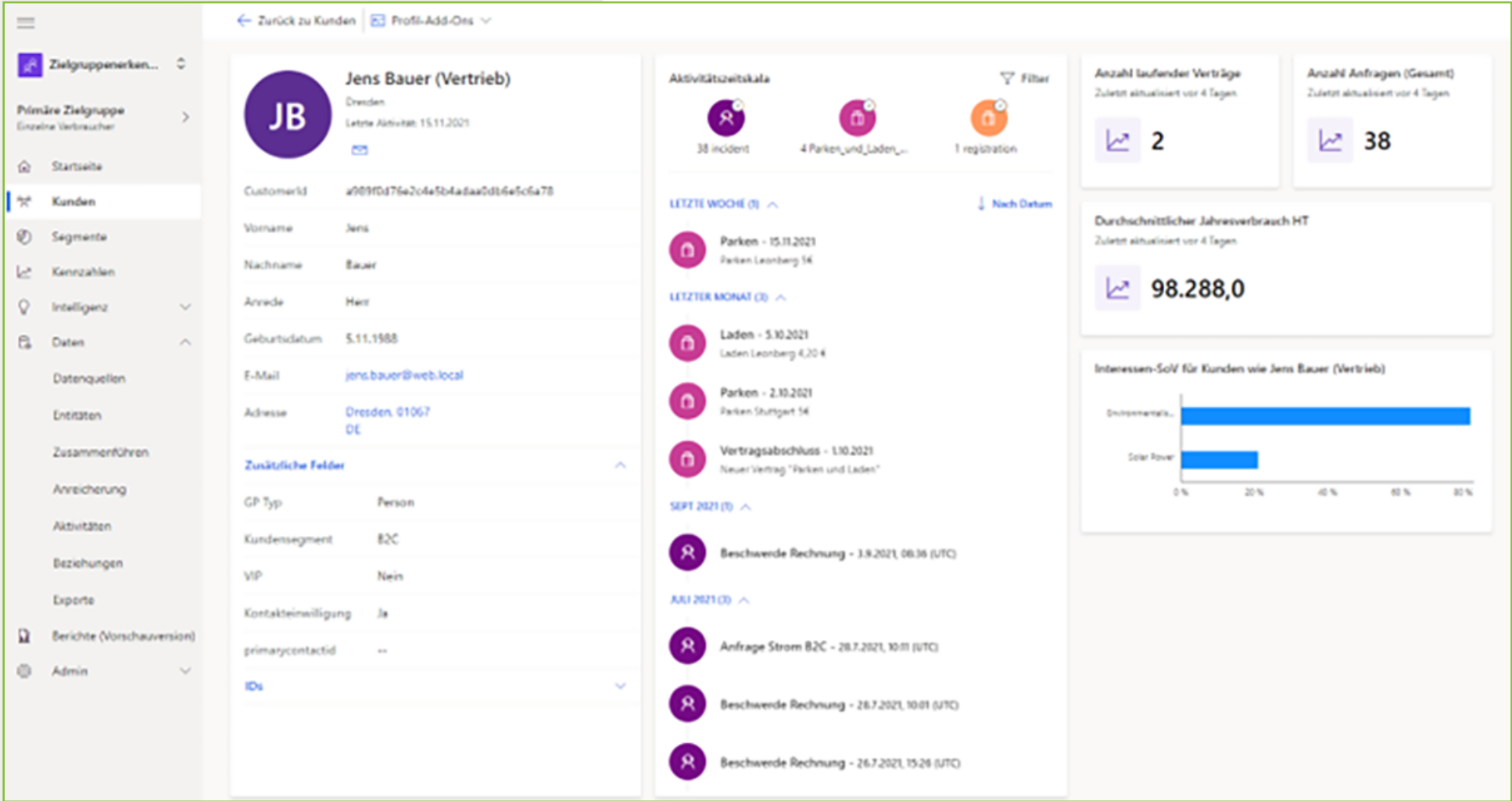
Stadtwerk365 interfaces
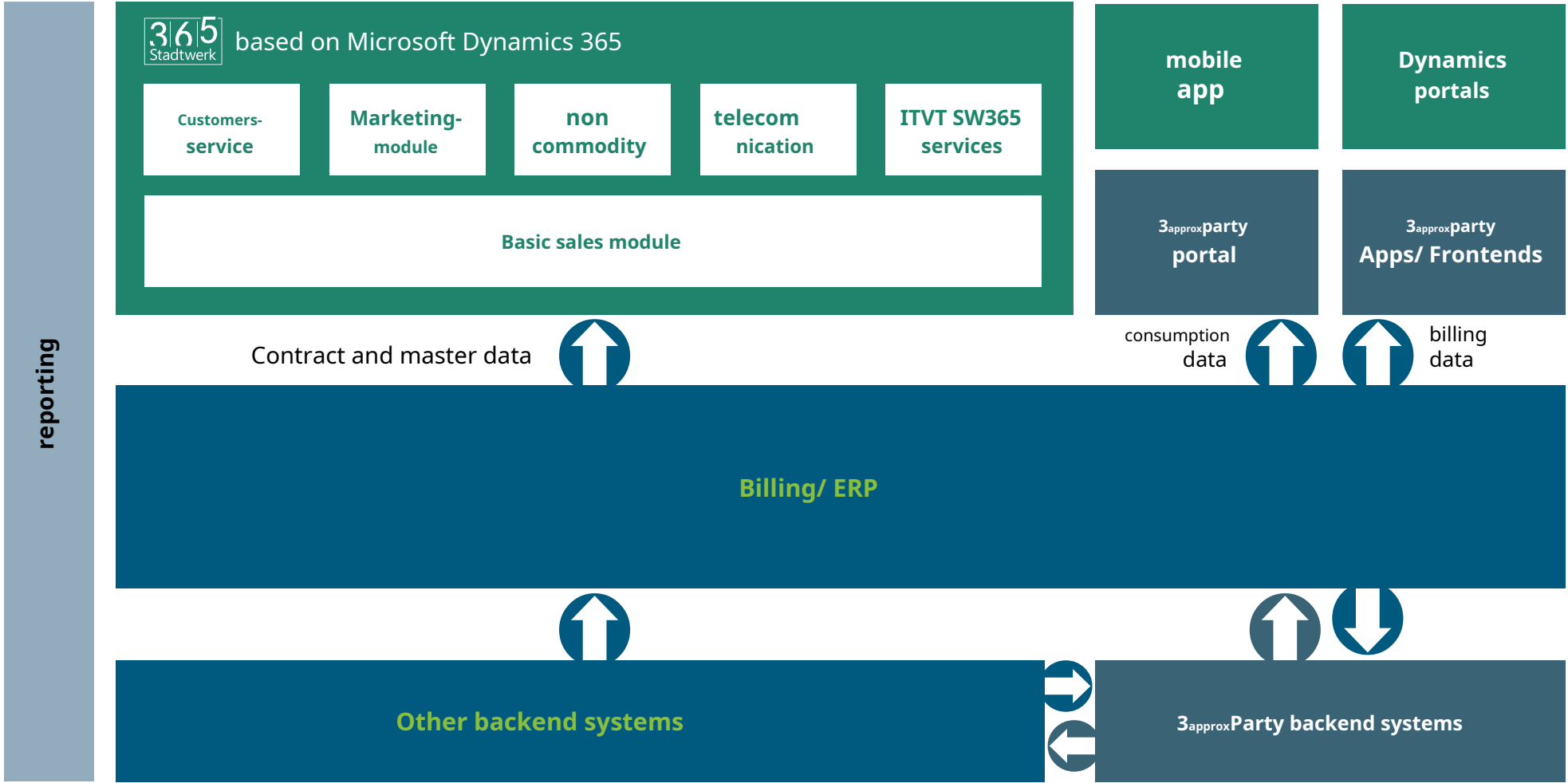
365 Stadtwerk based on Microsoft Dynamics 365

Customers-service	Marketing-module	non commodity	telecom nication	ITVT SW365 services

Basic sales module

mobile app

Dynamics portals

3approxparty **portal**

3approxparty **Apps/ Frontends**

Contract and master data ⬆

consumption data ⬆

billing data ⬆

reporting

Billing/ ERP

⬆ ⬆ ⬇

Other backend systems

→ ←

3approxParty backend systems

ITVT support

In order for your business processes to function smoothly, the right functions of our ITVT Microsoft products are of fundamental importance.

Our support team will be happy to support you with extensive support services and 24/7 availability. In this way, you benefit from a reliable system at all times - regardless of the size of the company and system.

A successful project does not end with implementation. In order to generate sustainable project success for our customers, we are at your side even after the complete integration of Microsoft Dynamics 365.

Our experienced support engineers will support you with all technical or application-related questions and problems relating to Microsoft 365. You decide whether you want us to be a permanent support partner at your side or spontaneously in emergencies.

Tailored support
The satisfaction of our customers is our top priority, which is why we offer you tailor-made contracts - from the service level agreement to support contracts to pure service quotas - you as the customer determine the scope of services, the response time and the service level of the support yourself. We look forward to it looking forward to supporting you!

✔ Strengthen the acceptance of your M365/Dynamics 365 solution in the company by using ITVT support

✔ ITVT support improves the growth and scalability of the M365/ Dynamics 365 solutions used and their processes

✔ Always be up to date with the ITVT Support Portal

✔ Relief of your own IT through the use of ITVT support

ITVT Group

We, IT Vision Technology, have stood for the implementation of innovative IT industry solutions since 2001. Together with more than 200 employees, we are committed to digitization and support our customers and partners from industry and energy.

As a business consulting service provider, we support international corporations and medium-sized companies in the IT-supported optimization of their business processes – from strategy and process consulting to questions of system selection, implementation and integration.

Through professional advice, reliable project implementation and subsequent 24/7 support according to the ITIL standard, we create sustainable customer satisfaction.

As a DIN ISO 9001, DIN ISO 14001, DIN ISO 27001 and TISAX certified company and Microsoft Alpha Partner from the very beginning, we know what is important. In particular, the data security of our customers is very important to us. For this reason, we operate several high-security data centers in Germany for our customers.

Microsoft Partner
Microsoft

Gold Cloud Business Applications
Gold Enterprise Resource Planning
Gold Cloud Productivity
Gold Cloud Platform
Gold Application Integration

Microsoft Partner
Microsoft

Gold Application Integration
Gold DevOps
Gold Datacenter
Gold Data Analytics
Gold Windows and Devices

Microsoft Partner
Microsoft

Gold Collaboration and Content
Gold Small and Midmarket Cloud Solutions
Gold Project and Portfolio Management
Gold Communications
Silver Security

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