

# ENECO MAKES AN INTELLIGENT ADVANCEMENT BY ADOPTING ROBOTIC PROCESS AUTOMATION

Capgemini Invent helped Eneco initiate Robotic Process (RPA) to streamline its processes and enhance the customer experience journey.

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## Overview

**Customer:** Eneco

**Industry:** Energy

**Location:** the Netherlands

**Client Challenges / Business Need:**

Eneco wanted to invest in innovative technology to modernize their business processes in order to enhance customer- and employee experience

**Solution-at-a-glance:**

With the help of Capgemini Invent, Eneco were able to identify, prioritize and automate business processes that drive business value creation.

**Results:**

- Enabled automation to streamline customer service
  - Improved regulation and compliancy standards
  - Increased customer satisfaction
  - Improved utilization of employee capabilities through manual labor reduction
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Capgemini Invent guided Eneco on an automation journey and helped them adopt Robotic Process Automation to smoothen their customer experience by streamlining processes and improving operations.

## The situation

Eneco, one of the leading utility companies in the Netherlands, continuously seeks to deliver an improved customer experience. For them, it is not only important to deliver green energy to their customers, but also to do this as seamlessly as possible. By being a company driven by its customers' happiness, Eneco wanted to enhance its service capabilities with the introduction of innovative solutions, such as RPA

## Why RPA?

RPA can execute repetitive tasks 24/7 without errors or fatigue. This results in a positive business case, improved compliancy standards, and a boost in customer satisfaction. In addition, employees can now focus on value adding tasks instead of time-consuming tasks that can be done by a robot.

*"Thanks to the implementation of RPA, we have more time for and focus on the work that really matters: serving our customers!  
Automate to innovate!"*

**Lennart Arends**

Manager Digital Workplace  
at Eneco



## The challenge

Implementing RPA within Eneco came with some initial challenges that had to be overcome.

One of the challenges was to identify the correct processes, as not all processes are suitable for using RPA. Standardization of the process is a prerequisite in order to obtain full benefits, while other processes are not feasible for RPA at all. Hence, Capgemini Invent supported Eneco in assessing their processes to decide on potential cases for RPA. In the end, the goal is not to automate all processes, but to optimize them first.

Second, RPA can be perceived as a threat resulting in resistance. Therefore, it was important to make the employees of Eneco aware of the benefits of adopting new technologies, such as RPA, and assuring them their work would actually be enhanced. More value adding tasks focusing on customer experience would be the result of implementing and using RPA in the correct way.

Finally, the IT architecture had to be set up to ensure scalable RPA operations. By involving all relevant stakeholders from different departments, we ensured a smooth process of scaling for the next phases.

## The solution

Together, Eneco and Capgemini Invent came up with, and analyzed, the first processes. Based on these processes the pilot phase was initiated. Multiple use cases have been developed. In fact, the first pilot phase consisted of the automation of two use cases, and due to its success, two additional use cases were accepted for development.

Apart from this, inspiration sessions and workshops were organized to familiarize people with the benefits of RPA. This was necessary to showcase that automation would ensure that they could now focus on more value adding work instead of performing mundane tasks that took up most of the time. By now, departments are actively approaching the RPA project team within Eneco to start their automation journey.

Finally, Capgemini ensured that the whole architecture was implemented seamlessly by setting up the cloud infrastructure in such a manner that it allowed unhindered access to applications and eventually let the robots perform their jobs unattended.

In a couple of weeks, these challenges were overcome, and the first positive results unfolded within the organization.

## What's next?

Owing to the success of the first use case, Eneco and Capgemini Invent started building a backlog of potential use cases that could be automated in the future by using a – so-called – RPA Automation Garage. This is the work-mode employed by Capgemini, where the assessment of processes is conducted locally at the client site, while the processes are developed and maintained from Capgemini's Centre of Excellence in Mumbai, India. However, to maximize the potential of such a model, it is important that the organization is ready to go on the automation journey.



# About Capgemini Invent

As the digital innovation, consulting and transformation brand of the Capgemini Group, Capgemini Invent helps CxOs envision and build what's next for their organizations. Located in more than 30 offices and 10 creative studios around the world, its 6,000+ strong team combines strategy, technology, data science and creative design with deep industry expertise and insights, to develop new digital solutions and business models of the future.

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