

Integration of External Data with Intrexx

AVU offers online customer portal with SAP connection

AVU

For more than 100 years, AVU has supplied electricity, natural gas and water to the people in seven cities of the Ennepe-Ruhr region in Germany. In addition, the company offers its customers many services that deal with the economical and ecological use of energy. In every action AVU places great emphasis on environmental orientation. This includes the advancement of renewable energies with the "Futur"-program, advice on optimal use of energy, subsidies for solar thermal systems or heating pumps, and ecological grants.

Requirement

Customer service plays a major role at AVU. For this reason, the company planned to offer complete service via an online portal in the Internet. Several hundred customers per month would be able to order new products in this portal, check their consumption data, access invoices and change their own customer profiles. In order to also smoothly circulate this customer data internally, it was necessary to link the external Web portal with the SAP system directly. In the past, data had to be sent via e-mail and manually entered in SAP.

Solution

The Intrexx standard software fulfilled all requirements with the Business Adapter for SAP. The adapter makes it possible to connect the portal to SAP easily and efficiently. With the help of the consulting department of United Planet, the portal with all of the required Web applications was developed within three months. The data can now be accessed in both read and write modes. The customers in the AVU "Online Meeting Place" can check their personal data online and also change it immediately on the Web. Part of the data is sent directly to the SAP system for further processing. Transferring it manually is not necessary. This saves time on internal processing. The user management contained in the Web portal makes it secure. The users log on with their customer number and then gain access to the protected area.

Benefits

- Web-based solution allows access to SAP in read and write modes
- Simplifies data entry and management
- Prevents redundant storage of data
- Location-independent data access for customers
- Time and cost savings for both the end customers and AVU
- The problem of interfacing the two systems was solved optimally
- Portal system can be enhanced as needed



Energie – wir denken weiter

Company: AVU Aktiengesellschaft für Versorgungs-Unternehmen
www.avu.de

Location: Gevelsberg, Germany

Sector: Energy provider

Annual turnover: Approx. 300 million Euros

Employees: Approx. 460

Customers: 155,000

ERP system: SAP R/3

Products and services:
Intrexx
Business Adapter for SAP
United Planet consulting

"Linking the Intrexx portal to the SAP system allowed us to provide services to our customers seamlessly."

Bernd Kötting, IT Manager, AVU