



*Chosen to face a tight deadline*

## RAPID MULTIFUNCTION WEBSITE AND CUSTOMER SERVICES FOR DOLOMITI ENERGIA

Dolomiti Energia is a multi-utility company that provides electric energy, methane gas, district heating, waterworks and waste disposal management. The company works mostly in Trento province and covers over 70 cities. Following reorganization, the group needed urgently to change its approach to customers. The board decided to start a midterm project for publishing online some of the core customer services. The company already had an internal information system but it was judged not rapid and flexible enough to sustain the project. In fact, the first deadline imposed by the board was within 3 months.

After a software selection process, Dolomiti Energia decided to meet this need with the help of WebRatio. Shortly after their first engagement Dolomiti Energia published online a completely new version of their institutional website, offering a first set of customer services on the Web. Customers got an opportunity to read bills, to receive bills in personal e-mail, and to be notified about a

new bill received via SMS. Other essential services offered by the application included a self-reading service to communicate the meter reading via the Web and an online map to view water analysis by zones. Customers were able as well to monitor and to control their energy usage with the real data and graph, to access the historical energy usage data, to subscribe online for the commercial offer. These services were integrated with the customer's internal information system.

### WEBRATIO IN ACTION

- Within two months, Dolomiti Energia got a new website and CMS tailored to their needs. The internal IT department estimated that the time-to-market was cut by 50% compared to a pure programming approach.

- From 2008 to 2014 the website was used by 60,000 customers. During these 6 years the application was integrated with new features and services. Maintenance costs were reduced by 80%.

*Thanks to WebRatio we achieved our goals of meeting the estimated deadlines imposed by the board, despite having to face a lot of change requests during the development process.*

**Marco Leoni**  
Dolomiti Energia Group

### ESSENTIAL FUNCTIONS

- 60,000 registered users
- 21,570 single visitors per month
- Integration with SAP® system for online billing
- Web@Bill to read bills
- Mail@Bill to receive bills in personal e-mail
- SMS@Bill to be notified about a new bill received by SMS
- a self-reading service to communicate the meter reading via Web
- a "turn-off" manager to get information about possible electricity turn-offs
- an online map, to view physical and chemical analysis of the local zone water

### DOLOMITI ENERGIA ACHIEVEMENTS ENCOURAGED BY WEBRATIO

**80%**

MAINTENANCE COST CUT

**50%**

TIME-TO-MARKET CUT

**2**  
MONTHS

COMPLETE DEVELOPMENT

