



*Chosen to establish a new connection*

## BPM SYSTEM FOR CONNECTION TO THE DISTRIBUTION NETWORK FOR SET DISTRIBUZIONE

SET Distribuzione, part of the Dolomiti Energia Group, operates in Italy's Energy & Utilities market. The energy market is governed by strict and frequently changing laws. The new law has required distribution companies to create a portal enabling users to present and implement the connection of an energy production plant to the distribution network. The challenge faced by the company was to adapt and optimize flow in accordance with the new legislation, and to create an application that would allow the procedure to be managed in its entirety online.

SET Distribuzione chose WebRatio to take up this challenge. In accordance with the timeframes laid down by legal requirements, a BPM-based web application was created. It enables clients and operators alike to create, manage and monitor the entire process by which an energy production installation is connected to the distribution network. The application enables the client to carry out a request online, and SET Distribuzione personnel to take the request on-board by way of an in-house SAP application, and to subsequently manage the entire connection procedure. Operators and applicants know at any time

the stage their procedure is at, and who is in charge of it. Managers also have a dashboard available to them, enabling them to monitor the entire set of procedures. The whole process is integrated with a system of emails that notify the user in charge of the process and that contain information regarding the activities that he or she must carry out.

### WEBRATIO IN ACTION

- Process optimization and the automation of several operations have led to making the connection process 40% quicker for both the distribution company and the private individual requesting to be connected to the network. Speeding up connection gives the end client an earlier opportunity to resell the energy produced, and thus take advantage of the government incentives provided. Not to be underestimated either is the gain that the environment reaps from the exponential increase in installations for energy generated by renewable sources and made available to local inhabitants.

- The most tangible result achieved is, however, economic in nature: SET Distribuzione has estimated that management costs have been reduced by approximately 300,000 euros a year.

*I had never had a provider who was so willing and reactive, focused not only on contract compliance but also on the achievement of the best possible result for the client.*

**Francesco Faccioli**

Head of Network Remote Control and Management  
SET Distribuzione S.p.A.

### ESSENTIAL FUNCTIONS

- BPMN notation for the definition of processes
- Integration with SAP for management of records and collation of files
- Alert systems for when a process is taken on, and to advise of upcoming deadlines
- Dashboard for managers to monitor the entire set of procedures
- Online requesting from the client with the subsequent automatic check and taking the request on-board

### SET DISTRIBUZIONE'S ACHIEVEMENTS ENCOURAGED BY WEBRATIO

**300k**

MANAGEMENT COST CUT

**40%**

CONNECTION PROCESS SPEED INCREASE

**3**  
MONTHS

COMPLETE DEVELOPMENT

