

adesso



OPTIMIZING USER EXPERIENCE WITH PROCESS AUTOMATION

THE BUSINESS TRANSFORMATION CONTINUES

The swiss energy exchange Ltd., called swenex, uses Dynamics 365 and Microsoft SQL to further accelerate process automation. Its aim is to optimize complex invoicing processes through the use of cloud technologies and to increase customer service effectiveness. With this modernization measure and corresponding support from adesso, swenex is gaining an increased competitive advantage and consolidating its position in the electricity market.



CHALLENGE

swenex, which gained a foothold in the electricity market many years ago, faces complex challenges with the focus on optimizing internal processes and supporting a rapidly growing, heterogeneous customer base.

To maintain competitive advantage, swenex is continuously integrating innovative products into its portfolio and keeping pace with constantly changing market demands. The complexity involved is continually addressed by automating processes and standardizing the product portfolio.



SOLUTION

adesso Schweiz is a reliable partner for swenex Ltd. and supports the company with technical and specialist know-how in the area of Microsoft Dynamics 365 and Microsoft SQL. In dialog with ICT and the business units, existing processes are analyzed, re-modulated and then integrated into the CRM system as extended functions.

This transformation programme drives the development of innovative products, addresses requirements from the market and creates added value, as confirmed by the new service of a visualized BI report for end customers.



BENEFITS

swenex benefits from the partnership-based cooperation with adesso Schweiz, which enables it to concentrate on its core competencies and at the same time further increase the quality of its customer service.

Through modernization, automation and standardization, swenex is able to optimize ongoing operating costs while increasing customer satisfaction. Such continuous integration of innovations ensures swenex's pioneering role in the dynamic electricity market.

MORE ON THE SOLUTION

In addition to the integration and functional expansion of Dynamics 365, swenex uses automation options for its billing and billing systems with Power Automate, Microsoft SQL and the development of new billing types to develop innovative products. The associated replacement of legacy applications and continuous application lifecycle management also boosts the progress of digitalization at swenex.

adesso supports swenex with its business transformation - not only with technical expertise, but with industry-relevant know-how - and contributes significantly to an enhanced user experience.

METHODS AND APPLIED TECHNOLOGIES

By using technologies such as Dynamics 365 Sales & Business Center, Power Platform, Power BI, MSSQL, TypeScript, C# and REST, the planned integration and automation of the business processes was successfully addressed. The joint project realization took place in an agile way and in close collaboration between adesso, the IT department and various swenex business departments. For instance, business requirements were collected using requirement engineering best practices, written in user stories and finally implemented and tested as part of extensions in the existing CRM system.

[Dynamics 365](#) | [Power Platform](#) | [Power BI](#) | [MS SQL](#) | [Connect Bridge](#) | [TypeScript](#) | [C#](#) | [.NET](#) | [REST-API](#)



“ *The collaboration with adesso Schweiz has developed very positively and the great input and many suggestions for improvement from adesso's technical experts not only contribute to a solid partnership, but also to superb results. We really appreciate that!*”

Alexander Zehnder, CTO swenex - swiss energy exchange Ltd.

ABOUT THE CUSTOMER



swenex - swiss energy exchange Ltd. is Switzerland's leading energy service provider for end consumers in the field of permanent energy management. The company is independent of suppliers, producers and distribution network operators and offers individual, customized and innovative solutions for the energy needs of its customers.



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