

**With some four million customers in the Netherlands, ENECO Energie provides the basic electricity, gas, and heat needs of nearly one quarter of the population. This demands highly streamlined operational management. The energy supplier uses its own system for storing customer data, bills, and payments. This system, known as MVS, is developed by ENECO on the basis of an Oracle 9iAS Web forms application with Java and Oracle databases. ENECO Energie uses Precise i<sup>3</sup>™ to deal proactively with MVS performance issues and to implement updates and changes without problems.**

ENECO Energie supplies its products and services to large companies, small- and medium-sized businesses, and households. Its 5,000-person staff handles the production, transport, delivery, metering, and billing of gas and electricity. Customer orientation is a key issue in operations, which translates into a focus on achieving reliable energy supply and a high level of service. "This is why our call center is backed up by a versatile and extremely specialized customer service operation, where customer questions arrive through a variety of channels. The objective is to deal with them rapidly and effectively," explains Mark Edelbroek of ENECO Energie's IT department.

### **Performance problems and customer satisfaction**

The call center is the communication hub between ENECO and its customers. Edelbroek comments, "What this means, for example, is that our staff need rapid access to the customer data and billing information stored in MVS, with no interruption or delay. In the call center environment, performance problems lead directly to longer response times meaning a customer has to wait longer on the phone before a member of the call center staff can answer his question. For ENECO Energie it is important to reduce these types of problems to a minimum."

### **Company Profile**

ENECO Energie provides the basic electricity, gas, and heat needs of almost one quarter of the population of The Netherlands

### **Industry**

Energy

### **Solution**

Application Performance Management

***"The most important areas for an IT manager to address are finance, delivering products on time, and ensuring that the system performs to the correct level."***

### **Rink de Haan**

IT Manager

ENECO Energie

**A leading energy company in the Netherlands uses Precise i<sup>3</sup> to deal proactively with MVS performance issues and implement updates and changes quickly and effectively.**

***"Precise i<sup>3</sup> APM offers us the tools to monitor the performance of applications proactively and take targeted action"***

**Rink de Haan**  
IT Manager  
ENECO Energie

Edelbroek continues, "Next to this the number of users is increasing because other customer systems are phased out. Recently we went from 400 to 800 simultaneous MVS users. The number of registered customers in the application has grown from 500,000 to more than two million. Therefore it becomes even more important that MVS performs without disruption. A tough job if you imagine that there are six new MVS releases a year. All new and amended system features have to be tested in advance to avoid any performance issues afterwards. The most important areas for an IT manager to address are finance, delivering products on time, and ensuring that the system performs to the correct level."

### **Proactive monitoring and incisive action**

The Precise solution has extensive reporting functionality. ENECO uses the data gathered in the Performance Warehouse for generating the MVS Performance Index (MPX). "We have identified 25 process components off MVS that users consider to be important in their activities. Examples include raising new contracts, inspecting bills or maintaining advance payments. We monitor these process components proactively with Precise i<sup>3</sup>, so that we can trace performance problems rapidly," he adds.

ENECO Energie also uses the MPX to monitor the consequences of conversions, releases, or upgrades in the application or the database. Every two weeks a "Report from the Cockpit" is produced by the MPX, and sent to management, who can then see exactly how the application has performed. "The MPX is also the basis for the service level agreements with MVS users," Edelbroek continues. "SLAs set down how the application should work. Here in the IT department, we are liable to be called to account by internal users if the terms are not fulfilled."

### **Streamlined partnership**

Rink de Haan, ENECO Energie's IT manager, points out the ongoing convergence of ICT and business operations. Precise i<sup>3</sup> is one of the ways open to ENECO Energie to respond to this development. "The most important areas for an IT manager to address are finance, delivering products on time, and ensuring that the system performs to the correct level," De Haan says. "i<sup>3</sup> supports the delivery of new applications and upgrades, and the monitoring, and where necessary controlling, of performance."

The solution also helps ensure that the partnership between Development and Operations can be better streamlined. Development advises on modification to MVS, after which Operations implements the changes. With i<sup>3</sup> monitoring the impact of the performance improvement, the two departments can harmonize their activities more effectively. Both Development and Operations have the same objective in mind: improving

application performance.

Edelbroek and De Haan are impressed with the results of using Precise i<sup>3</sup>. Edelbroek says, "First, we have greatly improved the performance of our business-critical MVS application. Monitoring applications proactively means that we are able to take targeted action on time. In this way, we can avoid breakdowns and other performance problems. Furthermore, we have slashed the response time of an important MVS function, retrieving bills, significantly and resolved the issue of unforeseen longer waiting times. This way the response time for our customers is shortened."

The two add another major advantage—user satisfaction has increased significantly. "And all this with a solution that was implemented in a short timescale! You could well say, that with i<sup>3</sup>, we have killed several birds with one stone," Edelbroek concludes.

More customer success stories can be found at: [www.precise.com](http://www.precise.com)

## SOLUTION AT A GLANCE

### Business Drivers

- Increase customer satisfaction
- Ensure systems operate at peak performance
- Identify performance shortcomings before they impact customer-facing system

### Technology Challenges

- Ensure critical operations management system (MVS) performs without disruption
- Streamline the management and change process

### Solution

- Application performance management tool from Precise

### Precise Products

- Precise i<sup>3</sup> for Oracle applications

### Technology Environment

- Database: Oracle
- Application: Oracle 9iAS Web forms application with Java

## BUSINESS VALUE AND TECHNICAL BENEFITS

### Efficiency

- Improved insight into data in performance warehouse

### productivity

- Created sharp reduction in performance problems
- Resulted in real-time correlation of end-user transactions
- Led to more effective partnership between Development and Operations

### Customer Satisfaction

- Rapid access to customer data and billing information increased customer satisfaction