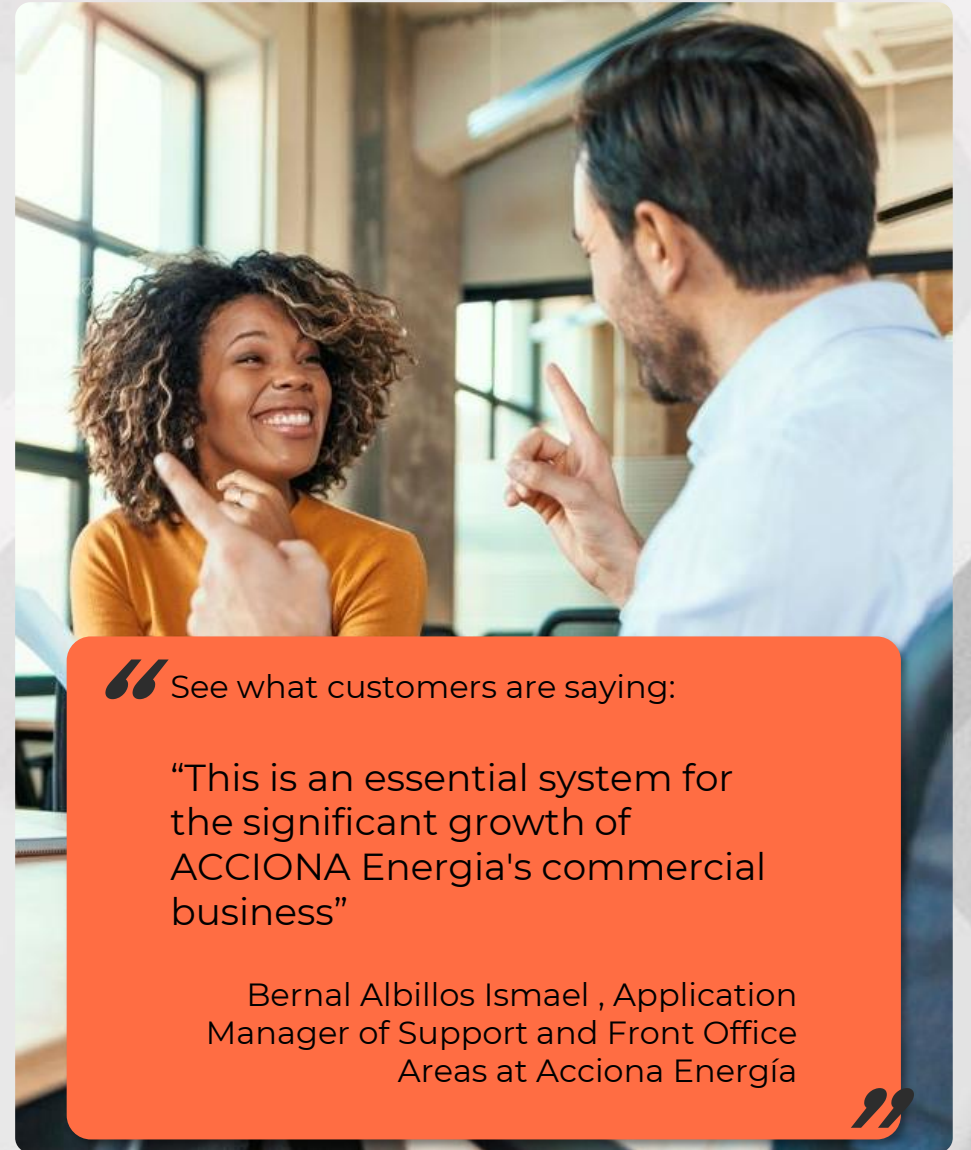


Energy Sales 360 by Eviden

Eviden specializes in energy sales lifecycle management using Microsoft Dynamics 365 CE. With 15+ years of experience in the energy industry, we cater to energy companies with thousands of B2B and B2C customers.

What We Offer

- **End-to-End Sales Lifecycle:** Our preconfigured D365 CE for Energy covers everything from prospects to contracts, ensuring agility in a dynamic sector.
- **Swift Customer Acquisition:** Eviden streamlines B2B and B2C customer onboarding, facilitating rapid growth.
- **Accurate Invoicing:** Our solution ensures precise energy invoicing, enhancing customer satisfaction.
- **Retention Strategies:** Personalized interactions and proactive customer service help retain thousands of existing customers.
- Eviden combines long experience, technological prowess, regulatory agility, and customer-centricity to drive success for energy companies in a rapidly evolving landscape



“ See what customers are saying:

“This is an essential system for the significant growth of ACCIONA Energía's commercial business”

Bernal Albillos Ismael , Application Manager of Support and Front Office Areas at Acciona Energía

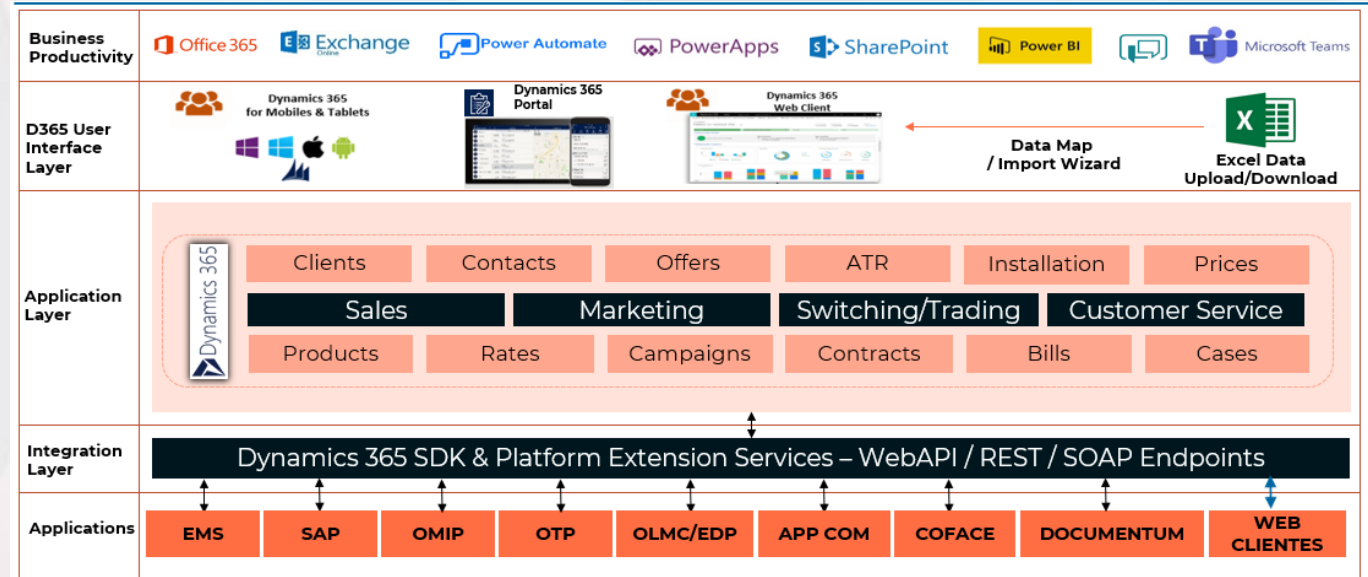
Energy Sales 360 by Eviden

How it Works

Eviden uses its experience, technology, regulatory agility, and customer focus to drive success for energy firms with a preconfigured Energy solution based on D365 CE, which emphasizes essential functionalities:

- B2B and B2C Energy Customer Service Excellence
- Client and Portfolio management
- Marketing, Sales, and commercial system
- Contracting and Agreement Management
- Advanced Pricing and Offer Management
- Trading and Market Insights
- Debt and Risk Management
- Digital Transformation Expertise

Execution Strategies and Solutions



Energy Sales 360 by Eviden

Customer Outcomes

Enhanced commercial activities efficiency and Productivity

Drastic reduction in time to market for a new service

Scalable Growth Enablement

Customer Success

Company: Acciona

Solution:

- An energy commercial Solution based on D365 CE enhances Sales, Customer Service, Trade, Marketing, Commercial activities, Customer Risk, Debt Management, Energy provider switching, and Pricing.
- It is integrated with consumer invoice systems (EMS/AWS/SAP ISU), financial systems (SAP), distributor portals, document management (Documentum), client websites, Coface, and OMIP/OTP through APIs.
- Manages the entire commercial cycle and Green Energy Customer services from opportunity to claims.

Outcome:

- The development of the commercial energy solution has enabled Acciona to create a new sustainable energy commercialization business with sustained annual growth in the number of clients
- Acciona's commercial system, based on D365, allows it to have optimal service for its thousands of customers and offers flexible services and prices updated to the continuously changing energy legislation. This flexibility and speed of reaction of the System have allowed them to retain loyalty and constantly increase their installed customer base in recent years

Proposed Solution

Scope of Solution – Functional Architecture

