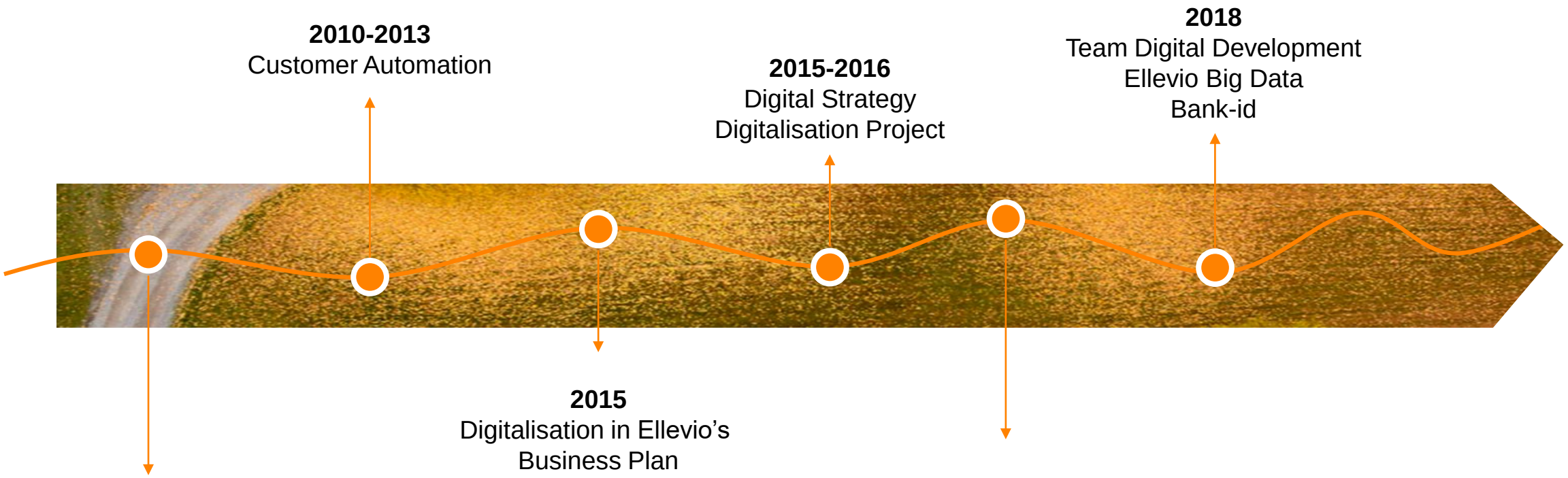
Ellevio's Digital Journey

November 2018

ELLEVIO We bring electricity to you

We are on a digital journey to meet expectations from our customers and stakeholders



2006-2009
Smart meter
roll-out & new services

2010-2013
Customer Automation

2015
Digitalisation in Ellevio's
Business Plan

2015-2016
Digital Strategy
Digitalisation Project

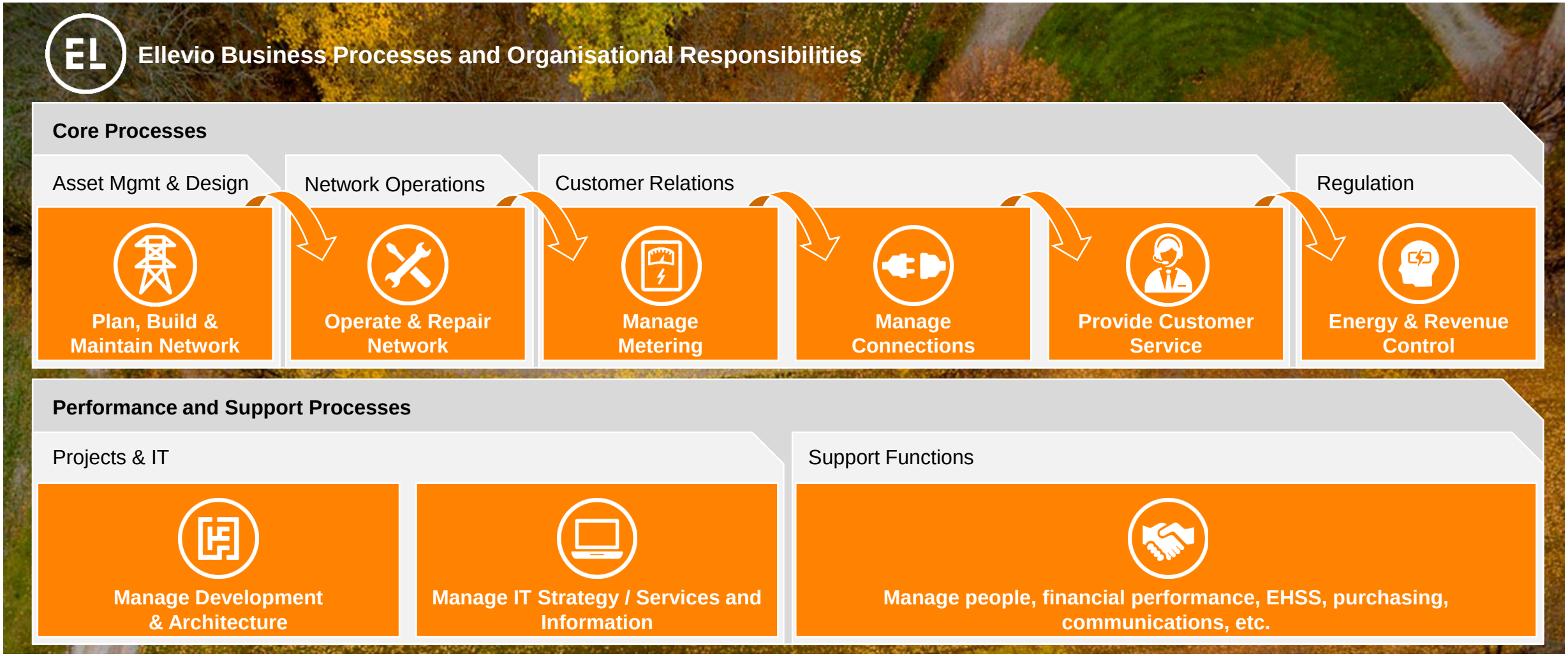
2017
Robotics Process Automation
Network of the Future Program
Check-in App
Tests with Drones
Digital Signatures

2018
Team Digital Development
Ellevio Big Data
Bank-id

Twelve digital principles serve as an inspiration and guide in the development of processes, customer touch points and IT support both in line organization and projects

CUSTOMER EXPERIENCE		OPERATIONAL EXCELLENCE
CUSTOMER SIMPLICITY *Available information & Self services*	**PROACTIVE INFORMATION** *Push status info, IVR, automated info*	**AUTOMATION** *Remove repetitive work, Challenge processes*
SIMPLE AUTORIZATION *Standard authorization methods*	**DATA UTILIZATION** *Predictive analysis, data driven decision making*	**PAPERLESS PROCESSES** *Self service, Web forms, Digital signature*
CONVINIENT INVOICING & PAYMENT *E-invoice, autogiro, Swish etc.*	**MOBILITY** *Omni-channel, services available anywhere*	**PILOTING** *Test small and quick, demo sprints, PoC*
SMART ERRANDS *Digital overview & workflow, media utilization, Automatic orders*	**QUICK RESPONSE TIME** *End user, technical platform, progress info*	**COLLABORATION** *External partnerships, Suppliers, Business /IT Companies, technologies, products*

Digitalisation initiatives are based on a process perspective driven by business needs and in co-operation with stakeholders

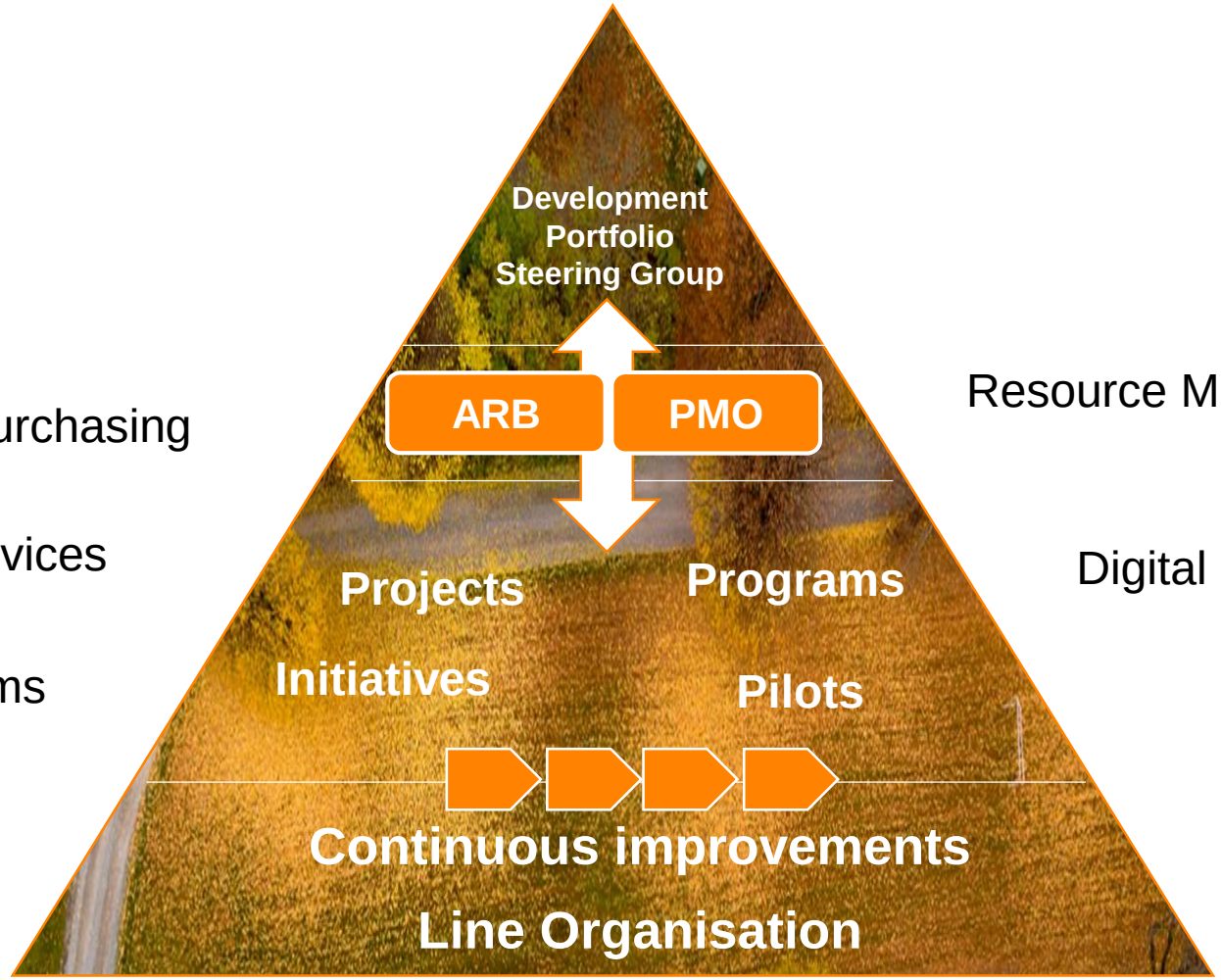


Target architecture and defined structures in the organisation support our development and digital journey

Purchasing

Develop IT Services

Process Team & Forums



Resource Management

Digital Development

Business Development Touchpoints

Customer Simplicity – for customer satisfaction and efficiency

Processes

Manage Metering

Manage Connections

Provide Customer Service

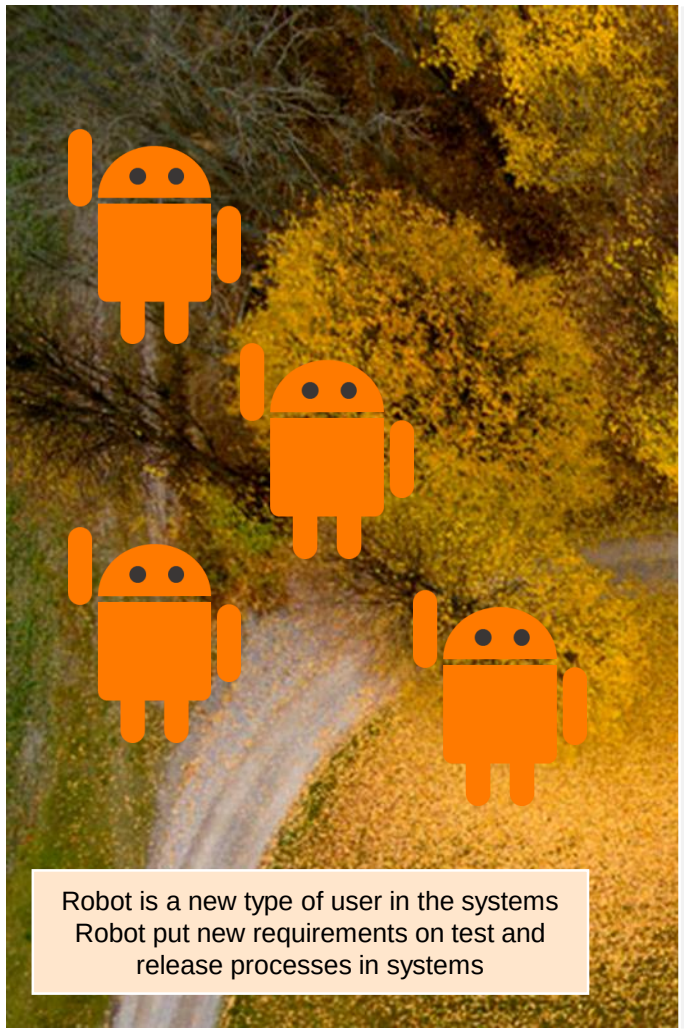
Digital Development

Pilot

PoC

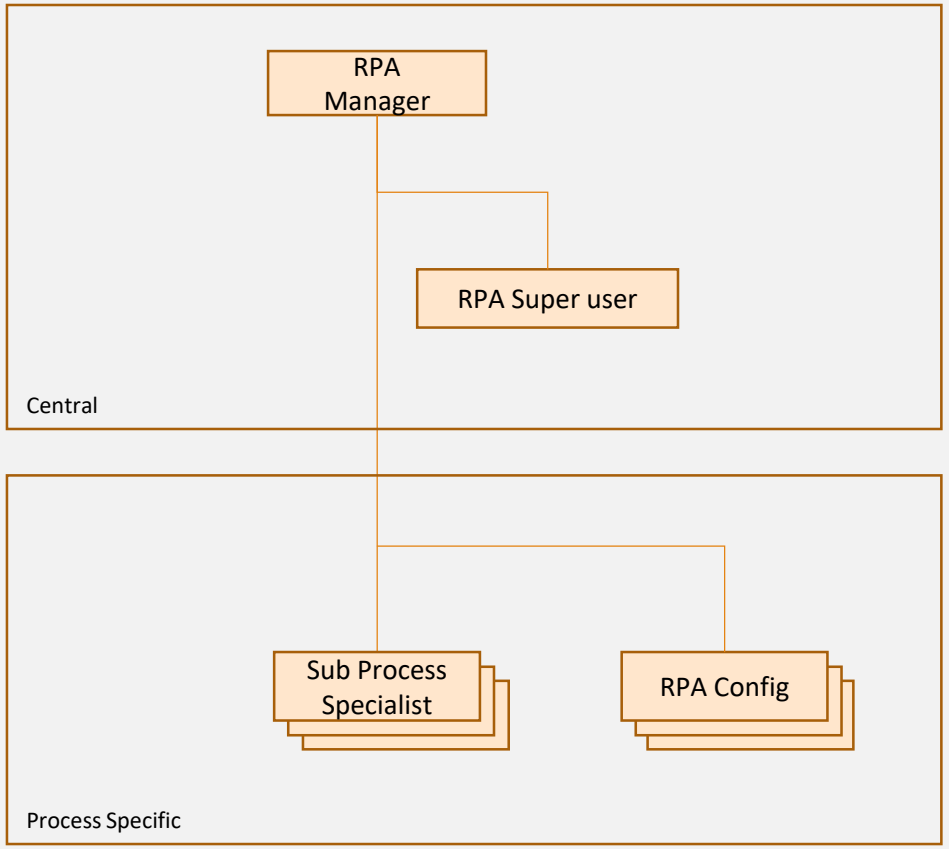
IT Development

Robotics – for increased efficiency and time spent on right things



Robot is a new type of user in the systems
Robot put new requirements on test and release processes in systems

Two central roles are established with responsibility for strategy, governance and surveillance while operations are managed per process



RPA Manager

- Strategy and general development
- Governance and security
- Interaction with IT and IT Service Provider
- Support and knowledge sharing

RPA Super user

- Surveillance and maintenance of Robotics application
- Technically responsible upon launch
- Understanding of RPA Infrastructure and IT

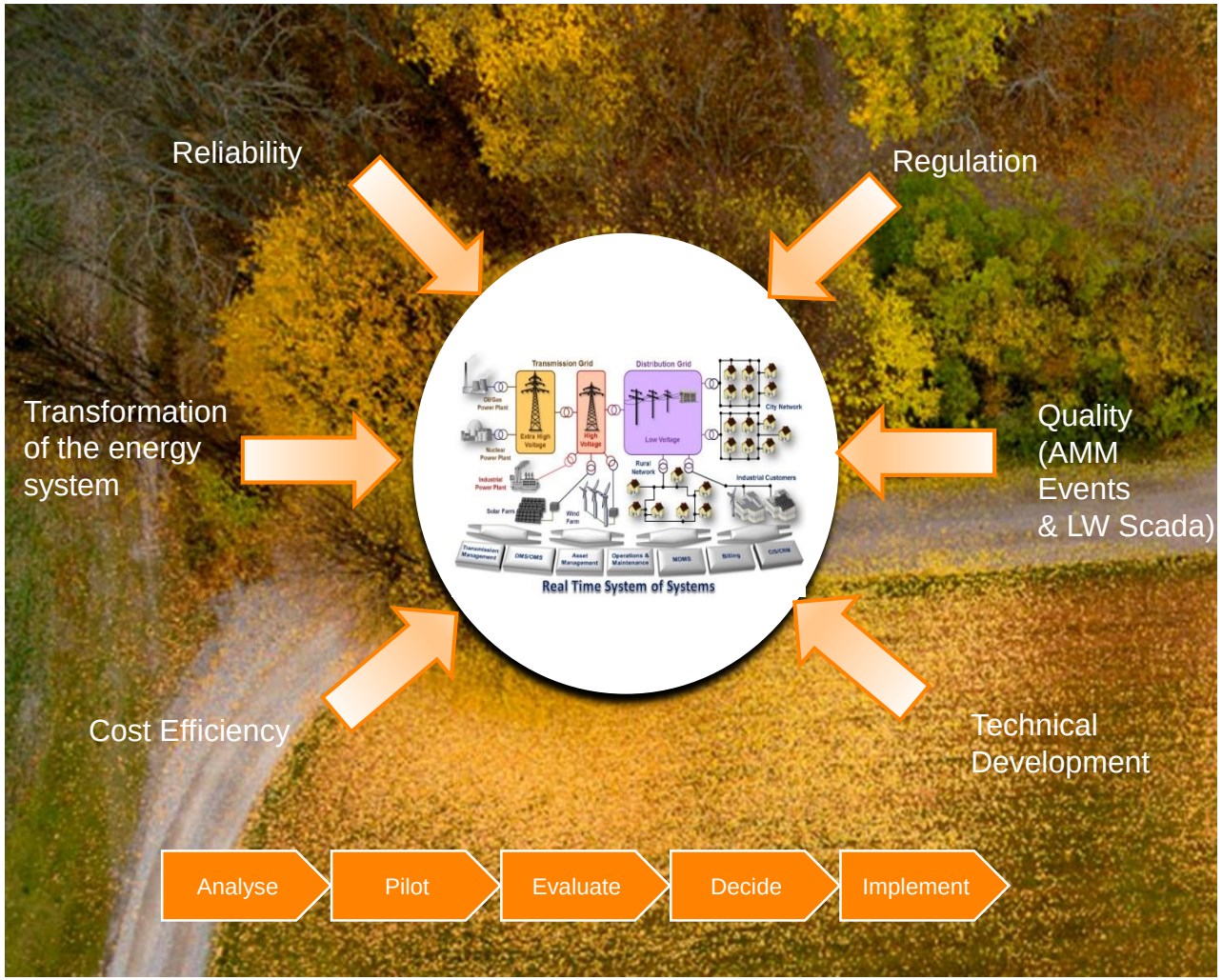
RPA SPS

- Analyse possibilities for automation
- Responsible for launched robotics flows in the line organisation
- Document and update necessary descriptions and documentation

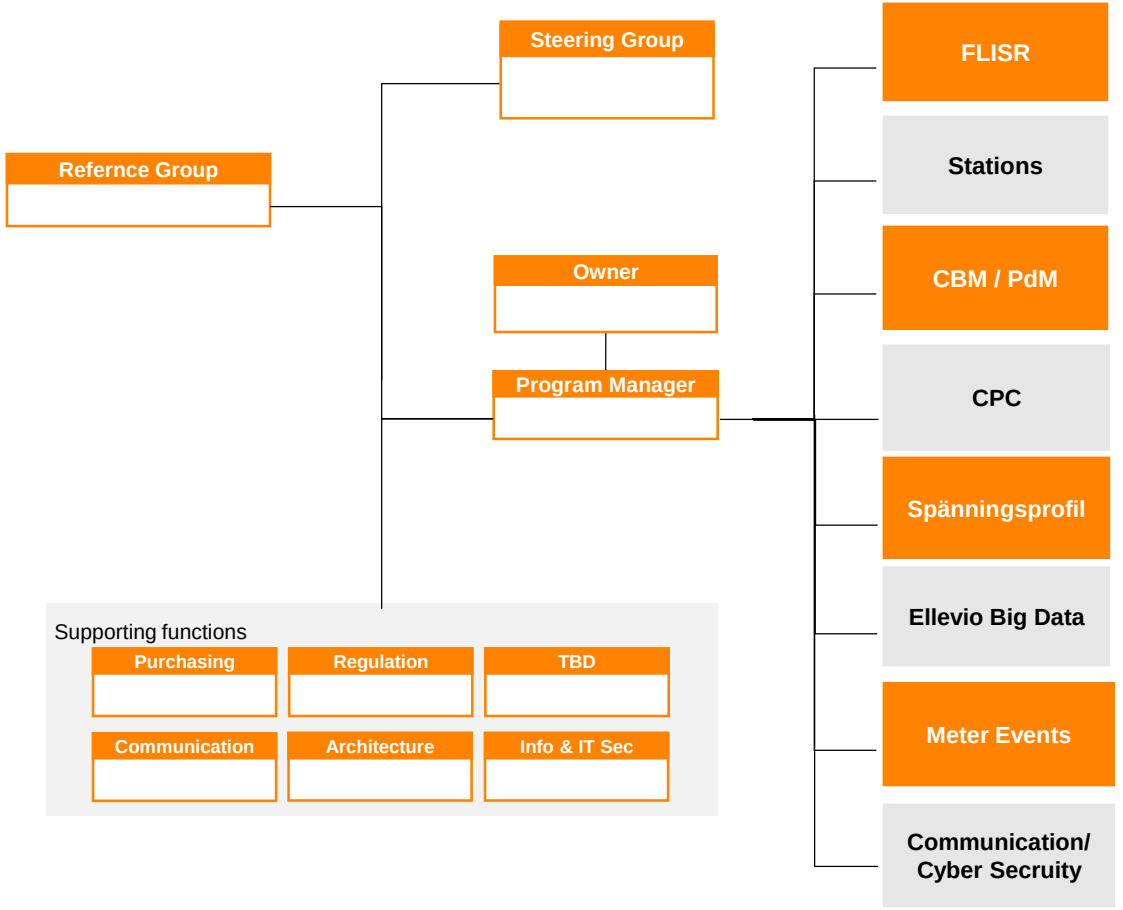
RPA Config

- Responsible for configuration of processes
- Document and update necessary descriptions and documentation

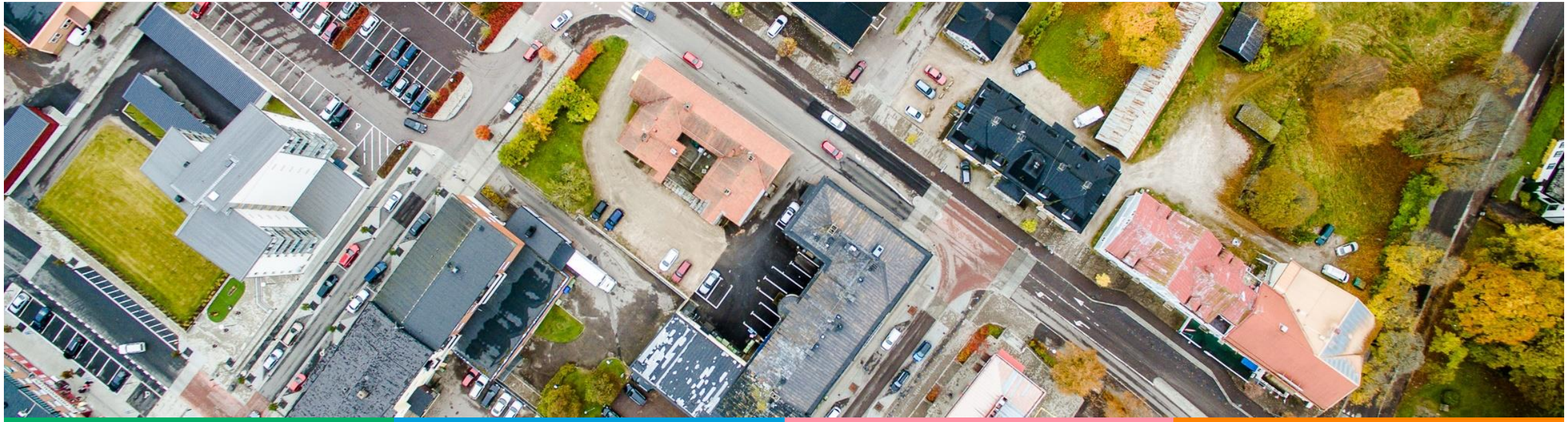
Network of the future – Vision 2030
for a future-proof network and a sustainable energy system



Network of the Future Program Structure



A bright and sustainable future



An important social function

Employs 3,000 people annually

Assists in the transition to a sustainable energy system

Long-term commitment to a reliable electricity network