

## Utilities - Energy

### 1 Business Challenge

Automate the reimbursement of damaged electronics, one of the most complex processes of the energy company. Main goals were: reduce customer response time, status tracking, audit trail and visibility through the use of business indicators. It was also necessary to translate the EPC notation into BPMN, keeping the business adherence.

### 2 Solution

An automated business process with predictable response times, auditing and instance tracking. The BPM process replaced a manual process, providing faster resolution times. When electric spikes happen at the network, customers can get their reimbursement for damaged electronics in a faster and easier fashion.

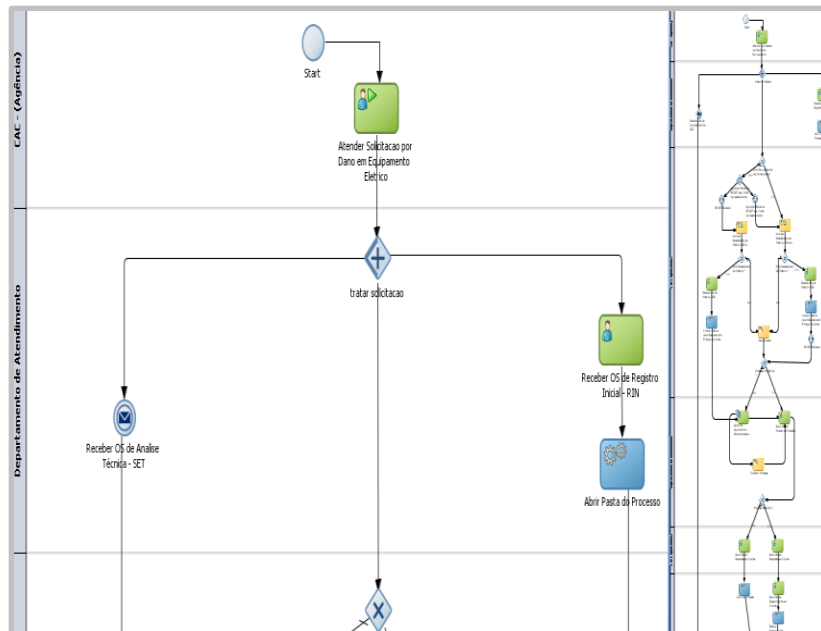
### 3 Results & References

The project delivered better resolution times for customers through the use of Oracle BPM Suite. Results include improved customer satisfaction, removal of manual steps, decrease of call center costs, optimized process management and tracking. KPIs are generated for internal measurement of the process performance, improving retention and customer loyalty.

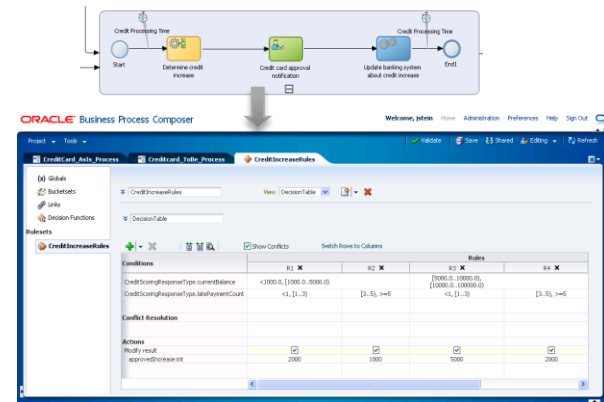
# Rede Energia Utilities - Energy



## Process Flow



## Business Rules



## Business Indicators

