

## DIGITAL TRANSFORMATION AT FULL SPEED AT AN ENERGY & UTILITIES LEADING COMPANY

Noesis implemented Celonis Process Mining Technology in several business processes of an Energy Provider company – from the beginning of the value chain through the entire customer's life cycle, improving the Organization's performance and service quality levels.



Sector:  
**Energy & Utilities**

Business Unit:  
**Data Analytics & AI**

Solution:  
**Process Mining by Celonis**



**4**  
Consultants



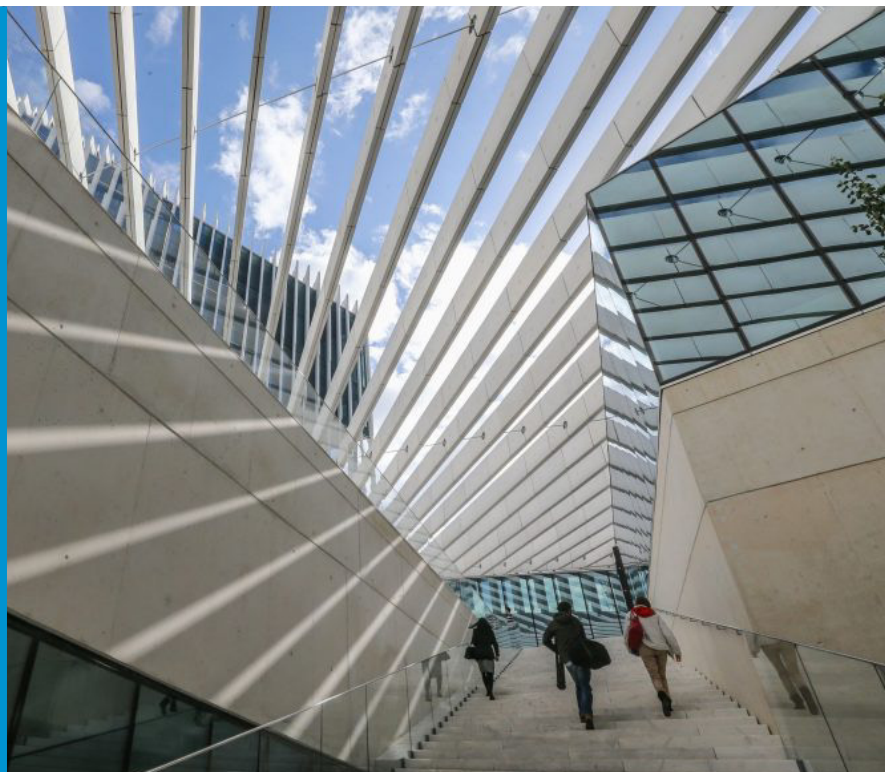
**80**  
Million cases



**120**  
System Users



**50/6**  
Daily monitoring  
sessions



## CHALLENGE

The need to monitor and optimize business processes was the starting point for Noesis to implement Celonis Process Mining technology, which has brought a new pace to the company.

The solution implemented had to apply to everything possible on the organization, from the beginning of the value chain, from acquiring a customer and their entire life cycle to the occasional customer leaves.

In parallel, the client sought technology for effective digital acceleration, understanding how business processes are carried out daily, monitoring them quickly and flexibly, and introducing an analytical dimension.

## GOALS

The main goals were to:

- › Understand the different nuances of the process and streamline the work by implementing Process Mining software;
- › Introduce an analytic dimension to daily processes;
- › Monitor business processes with flexibility and agility;
- › Add more transparency and objectivity in the real implementation and operation of business processes;
- › Introduce alarmistic over the processes.

# SOLUTION

Process Mining offers objective, fact-based insights derived from actual data that help organizations auditing, analyzing, and improving business processes.

Noesis' team helped on the implementation of Celonis Process Mining Technology of client's value chain, through the entire customer's life cycle, from sales, contracting, billing, collections, managing debt, and litigation.

The goal was to provide visibility of current processes and their vulnerabilities and to generate data-driven improvements based on how these processes are conducted.

This solution was supported by process mining highly intuitive dashboards that helped taking the most appropriate measures to maintain the flow of processes.



Noesis is an international tech consulting company offering services and solutions to support clients in digital transformation and the development of their businesses. In order to obtain sustained value that is transversal to all sectors. Noesis is focused on infrastructures, software, quality and people. The organization is based on highly specialized talents, operating in nine business units and six countries Portugal, Spain, the Netherlands, Brazil, Ireland, and the USA. Since 2020 Noesis has joined Altia, listed on The Alternative Equity Market. With this incorporation, Noesis is now part of an organization with more than 2000 employees, 3 Datacenters and 20 offices.



Process Mining is an analytical discipline for discovering, monitoring, and improving processes as they actually are, by extracting knowledge from event logs readily available in today's information systems. The technology is an essential part of the Celonis Execution Management System, enabling users to measure their execution capacity by fully understanding how their processes run before taking automated action to remove any execution gaps.

## RESULTS

By implementing Celonis solution, the company was able to achieve:

- Greater business agility;
- Less friction between operational execution;
- Better customer service;
- The ability to develop accurate benchmarks and KPIs guaranteed a data-based approach that improved process performance.