

A PLATFORM TO REVOLUTIONIZE EVERYDAY SERVICES

easy4u is an internal **ticketing system** covering over **88 thousand** of EDP's internal customers – including current and former employees and suppliers – to manage service requests, information requests, complaints, communications and operations. This platform was developed using OutSystems, replacing an obsolete facility management tool and allowing for the **growth and expansion** of the internal service catalogue.



Sector:
Energy

Business Unit:
Low-Code Solutions

Solution:
OutSystems

88k
Users

4
Developers

5
Months
to develop

4.5k
Daily
orders



Easy4u is a new era to our customers' experience: one channel, all services with real-time communication.

Marta Belo
Corporate Services Director at EDP Valor

GOALS

- › Centralized request services;
- › Efficient management of facilities, fleets, communications and other services;
- › Instant feedback from internal clients;
- › Improved customer experience.



THE CHALLENGE

The foundations for EDP's **easy4u** have been built since 2003, when the first facility management tool was developed with a small service catalogue.

This tool had been used for over a decade when the organization decided to broaden the spectrum of existing services, by adding the following:

- › Fleet management;
- › Communication management;
- › Facility management and access;
- › HR management;
- › Archive management;
- › GDPR & compliance;
- › Procurement;
- › Financial services;
- › Application management.

The increasing complexity of this catalogue demanded a **transparent system with instant feedback**. Before the implementation of easy4u:

- › Contact center services were scattered through various telephone numbers and email accounts;
- › Procedures varied in handling requests from internal clients;
- › There was no follow-up on requests.



It takes us only one sprint to develop a template.

Elsa Jorge,
Product Owner of easy4u

The tools available led to **frequent interruptions** in request resolution, affecting productivity and delaying processes. **Users were not satisfied** with the service, which they felt **lacked interaction** and simplicity.

SOLUTION

easy4u was **custom-tailored** using the **OutSystems low-code platform** and the agile methodology, in exactly 5 months, featuring **full integration** with EDP's SAP systems and allowing for:

- **Service and information request** submittal (with the possibility to add attachments and notes);
- **Complaint** submittal;
- Request **hierarchization** – VIP and high priority requests are tagged automatically, depending on the role of who makes the request;
- **Real-time updates** – a timeline is visible on the ticket with an up-to-date status;
- **Operations management** (back-office);
- **Additional languages**;
- **Permission** management;
- **Template creation** – with continuous delivery, specific forms and fields have been added for frequent requests.



Additionally, **OutSystems Insights** is used for obtaining daily reports and anonymous feedback, extracted using **UiPath's** robotic process automation tool and made available on **Power BI** in the form of custom dashboards.



Easy4U was key for the transformation of our shared services and for the way we are perceived by our customers.

Nuno Chung
Executive Board Member at EDP Valor

edp

EDP is a global energy group, operating in 14 countries and 4 continents, in the generation, distribution and commercialization of electricity and gas. They have over 12 thousand employees, across 14 countries. With over 11 million clients, they are at the forefront of innovation and renewable energies. EDP Valor manages all of the Group's services for current and former employees, other companies within the group and external suppliers.

 **noesis**

Noesis is a multinational consultancy company offering flexible services and solutions to improve competitiveness and optimize its clients' processes. Creating sustainable value across several sectors, Noesis is driven by technology and innovation to deliver solutions focused on our clients' infrastructures, software, quality and people.

 **ELITE**
Partner

The Noesis and OutSystems partnership dates back to the very first project developed with the low-code platform. Today, Noesis counts on a team of more than 100 certified developers to deliver custom made solutions in record-time, with the greatest business impact.

THE RESULT

- **Increased efficiency:** all requests are ticketed and centralized, with significant reductions in task interruptions and lost communications;
- **Improved internal communication:** users can submit feedback, reopen tickets and view the request status in real-time, for a more effective management of their expectations;
- **Access to information:** the operations team is able to view all requests in real-time, filter them and identify patterns in the back-office;
- **Complete centralization:** all channels previously used for submitting requests, complaints and feedback were merged within easy4u, and an IVR (interactive voice response) system replaced all phone numbers for support;
- **Operational ecosystem:** the platform seamlessly integrates with EDP's complex SAP landscape, the IVR system and other applications, including EDP Approve (also developed by Noesis using OutSystems to simplify the process of approving/rejecting internal requests on web and mobile).