# Online channel: Customer and contract portals

Portal solutions for the energy sector

A well-designed corporate portal is an important instrument for customer acquisition and customer loyalty. A portal should offer all content relevant to customers in a quickly accessible way, provide access to customer accounts via single sign-on and should be able to identify persons to make customised offers for new and existing customers.

Such extensive and comprehensive portals require an integrative business model that prepares processes and provides information from the company in a way that allows that company to offer on its website a one-stop solution comprised of transaction, information and communication services. If implemented thoroughly, customers then only need a single portal to gather information and decide on individual services or a service package.

Digital business models are becoming an indispensable part of the energy sector. One way to respond to this development is for energy companies to employ portals that can satisfy expectations and requirements of clients that have experienced the benefits of digital solutions in other sectors and online trade.
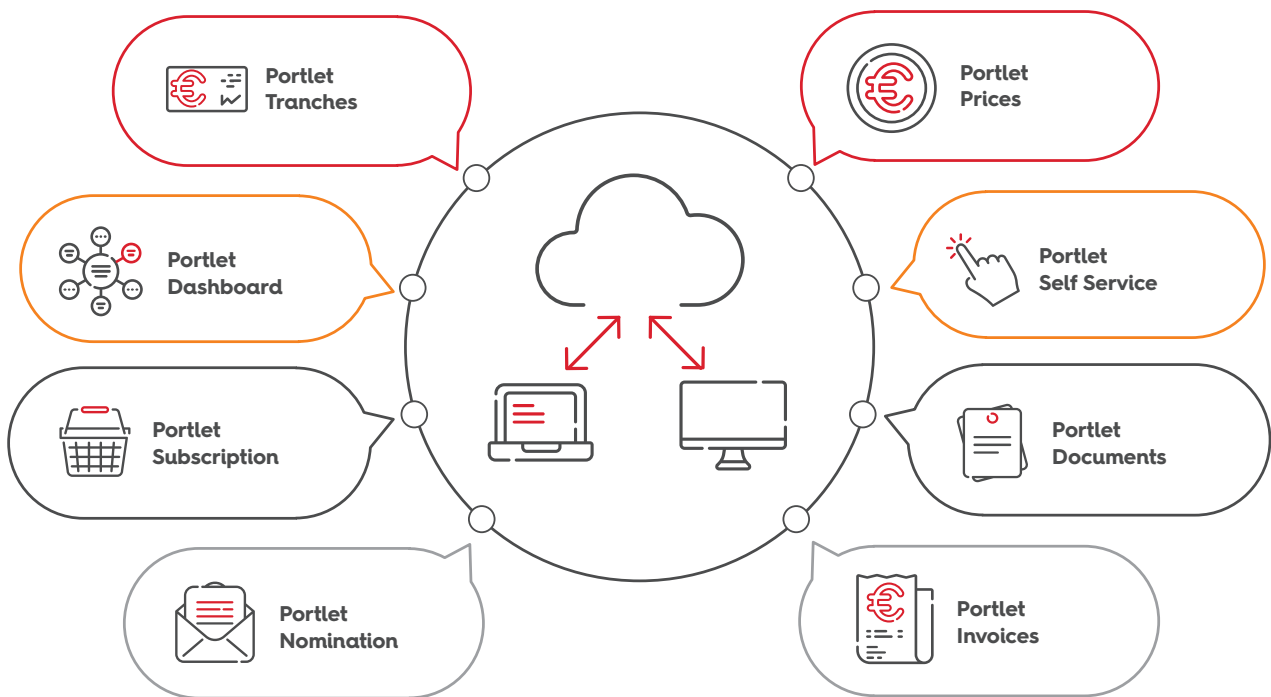
A timid approach is not an option: Customers expect access to comprehensive information, easy interaction and offers tailored to their needs. Sopra Steria's comprehensive portal solution is a perfect match for companies looking to implement such complex projects. It relies on industry standards, features easy-to-use templates and offers interfaces that integrate seamlessly into your business processes.

The world is how we shape it

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ENER-GX provides portal solutions for the energy sector

Our ENER-GX solution has been launched successfully in the B2B market. Energy supply companies already rely on ENER-GX to create offers, perform billing tasks and manage sales planning for a wide range of commodities, including electricity and gas.

ENER-GX features web-based, browser-accessible portlets that are both easy to implement and easy to use. These portlets provide dashboards and cover subjects such as contract management and self-service offers for interactive customer guidance.

Several companies already benefit from the ENER-GX portal solution based on Software as a Service (SaaS).

The following portlets are currently available:

The number of supported portlets is growing continuously.

Time Series

Provides time series, graphics and analyses

Contracts

Provides access to all contract master data

Documents

Displays all documents that reference master data

Subscription

Serves to manage dynamic data subscriptions

Tranches

Serves to manage tranche contracts (fixations, unfixations etc.)

Invoices

Invoices, Payments, Balance: All invoices, incoming payments etc.

Self service

Enables customers to provide their meter readings

Prices

Displays price compositions according to regulatory requirements

Nomination

Serves to record nominations and forward the data to the relevant logistics systems

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ener-gx¹ ®

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