



How **energcity** migrated its Customer and Billing operations from SAP to triPica to fuel innovation and growth



Context:

Germany's energy market faces immense pressure, with some of Europe's highest energy costs, outdated infrastructure, and slow progress in smart meter adoption despite government mandates to accelerate it. This leaves energy retailers grappling with manual billing errors, mounting customer complaints, and business inefficiencies. Further burdened by legacy billing systems, many German utilities struggle to overcome operational challenges and meet the growing demands of a rapidly evolving energy landscape.

To overcome these challenges, enercity took proactive steps toward digital transformation to modernise its operations, enhance customer engagement, and prepare for the delayed, but inevitable shift to smart meters.

Objectives

In 2017, enercity **chose the innovation path**, redefining their business model to embrace change and stay ahead in a rapidly evolving energy market.

Three business objectives had to be met :

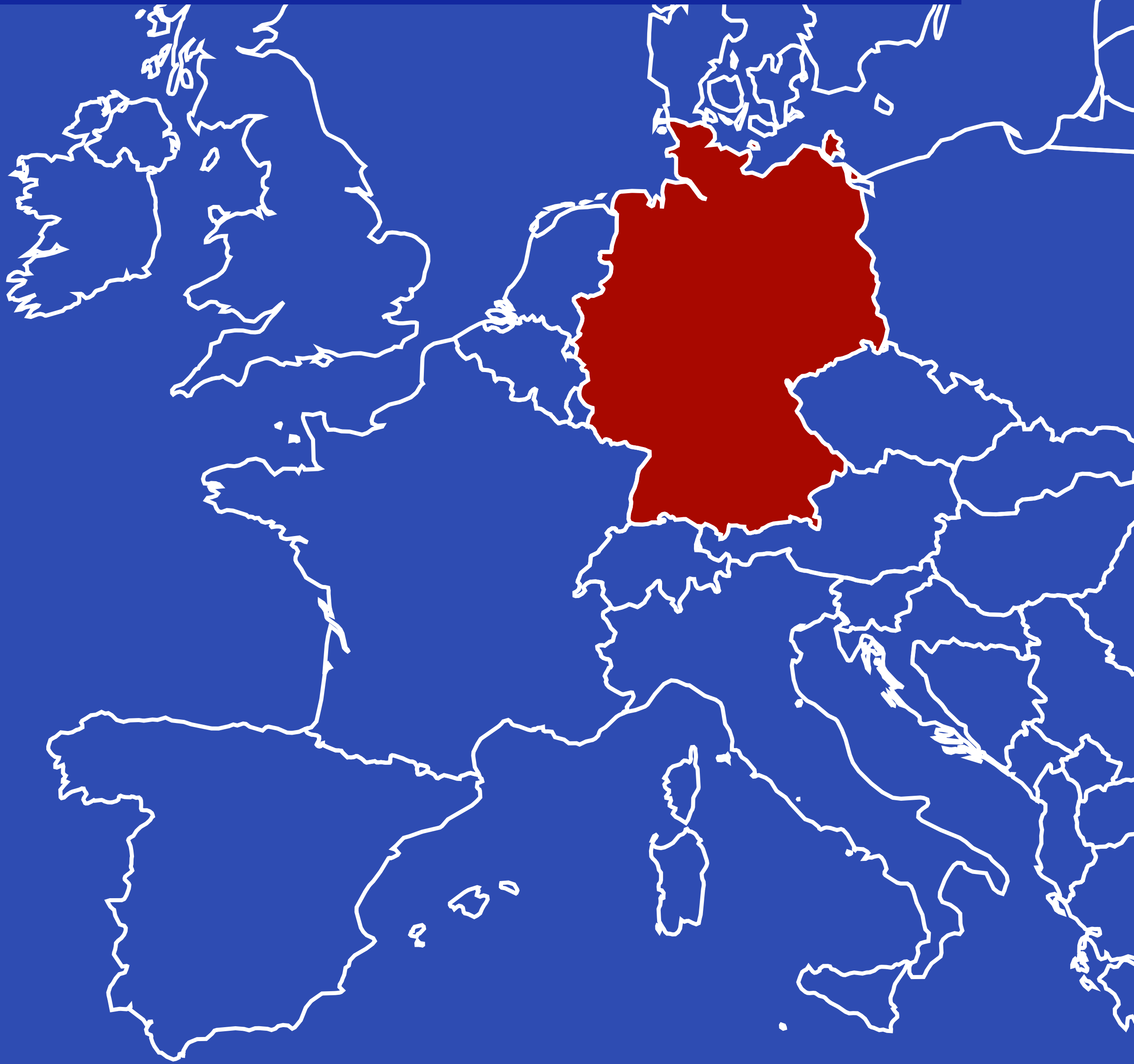
- Revamp the business model and corporate culture to **foster agility** in adapting to evolving market trends.
- Transition from a regional energy provider to a **significant national player**.
- **Diversify their portfolio** capitalising on the innovative prospects within the utility sector.

However, enercity faced a substantial challenge due to their heavy reliance on SAP IS-U legacy for billing and customer management. **SAP IS-U**, IT legacy widely used in the utility sector, posed a dual challenge: high maintenance costs, and severe uncertainties surrounding the timeline and expenses associated to an IS-U end of life and a major consequential technical migration project.

About enercity

Enercity AG, one of Germany's leading utilities provider, has grown from its roots as a traditional "Stadtwerke" in Hannover to a forward-thinking national provider serving over one million people with electricity, heating, natural gas, and drinking water. Committed to sustainability, Enercity also offers innovative non-commodity products and energy-related services to support customers in their energy transition. Since embracing digital transformation in 2017 with triPica's SaaS utility platform, Enercity has modernized its customer engagement and billing operations, enabling scalable growth and positioning itself as a leader in Germany's energy transition.

Revenue	Employees	Headquartered in	# of people supplied
5B€	3000	Hannover	1M



Why triPica?

In pursuit of sustainable growth, enercity embarked on a transformation journey looking to **replace their SAP IS-U legacy with a modern digital solution** that assures long-term innovation.

The primary goal for enercity was to **achieve their transformation swiftly and cost-effectively**, a challenge they felt SAP couldn't meet.

Furthermore, all their experiences with SAP and other market solutions revealed a significant drawback: **they constrained them** within predefined processes, limiting their ability to adapt to new market trends and launch innovative energy offers.



Determined not to be bound by IT imposed limitations, enercity searched for a technology partner who could offer **flexibility, innovation and scalability**.

This is where **triPica, a SaaS customer engagement and billing platform**, entered the picture as a unique solution on the market, with a digital transformation know-how from the telco industry.

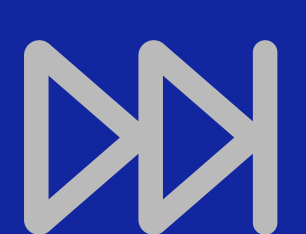
triPica, a cloud-native solution built on open APIs and tmForum standards, with R&D at the core of its business model, stood out among competitors. After extensive evaluation, enercity selected triPica to **drive their transformation and innovation** efforts.



Path to launch

enercity's transformation journey, powered by triPica, delivered a customer-centric digital experiences addressing all aspects of the subscription and billing processes. triPica provided a **fully integrated solution** for **electricity, gas, water and non-commodities** that enabled real-time 360 customer view and exceptional service while boosting productivity.

Several key aspects of the project's execution deserve highlighting:



Seamless migration:

triPica agility allowed seamless project execution without disrupting enercity's ongoing operations.



Lean Transformation:

Breaking free from the constraints of "the SAP way", to streamline processes and redefine offers.



Testing Precision:

Robust testing cycles between the legacy and triPica, ensured precision and reliability in the migration process.

Transformation milestones aligned with enercity's pace :

- 2017** triPica solution launched for enercity, tailored to the German market.
- 2018** Migrated hundreds of thousands of users from SAP IS-U to triPica in one step.
- 2020** Started to monetise new services with the launch of solar panel sales.
- 2023** Completed water customer migration, finalising the transition.
- 2024** Continuous Innovation: Introduction of dynamic tariffs.

Within the first year, enercity already leveraged triPica modern billing and CRM platform to secure a strong position in the market, setting the stage for sustained growth and innovation.

Results

After upgrading all their services, electricity, gas, water, non-commodities to triPica, enercity expanded its services from Hannover to Berlin and then nationwide. Presently, **enercity successfully competes at the national level**, managing 600K active contracts in triPica and serving roughly one million people with **electricity, heating, natural gas, drinking water, and non-commodity** offerings like solar panels and charging stations.

Some key performance indicators stand out following post-project launch:

MIGRATIONS ON TIME, ON BUDGET

100%

Latest migration of 100K customers for water, electricity and gas took 4 months including all processes

REDUCTION IN COST TO SERVE

-40%

Thanks to real-time fully digital customer experiences

RELIABILITY

99.99%

System uptime, ensuring undisrupted customer services, despite of ongoing migration from SAP

PRODUCTIVITY

20K BILLS PER HOUR

Accommodates business needs seamlessly by processing large batches of invoices

Notably, enercity's "innovation start-up" mindset boosted by triPica, allowed for ongoing cultural transformation and discovery of new business opportunities. Today, enercity relies on a **future-proof customer and billing solution**, enabling them to capitalise on emerging market trends faster than competition, with confidence that as the industry evolves, enercity will too.

Conclusion – summary and future plans

With sustainable products and intelligent energy services, enercity empowers customers on their journey toward carbon neutrality cost efficiently. Leveraging triPica future-proof customer engagement and billing platform, enercity is poised to lead the market in adopting dynamic tariffs and monetizing energy flexibility, playing an active role in shaping the energy transition.



triPica.

SAAS CUSTOMER AND BILLING PLATFORM

Energy Flexibility. IT Flexibility.

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