Synerall

CRM and Billing Solution for Utilities

Case Study

Client: VKG Elektrivõrgud

VKG Elektrivõrgud is the company selling electricity in Eastern Estonia, including Narva, Narva-Jõesuu and Sillamäe, Vaivara rural municipality and Viivikonna city district of Kohtla-Järve city, located in Ida-Virumaa. VKG Elektrivõrgud is the second-largest seller of electricity in Estonia and the subsidiary of VKG group.
The aim of VKG Elektrivõrgud is to be the most effective electricity distributor in Estonia, considering client service, quality and environmental friendliness important.

VKG Elektrivõrgud: our challenges and result of choice

VKG Elektrivõrgud required an up-to-date client management and billing solution with fast implementation and effective processes which could be integrated easily with direct mail solutions and which would comply with EU renewing regulation requirements. VKG Elektrivõrgud has chosen Synerall, because its solution is modern, technologically up-to-date and innovative.

Synerall was taken into use in VKG Elektrivõrgud within the record fast period – only within 4 months. As a result of launching Synerall, the work processes of VKG Elektrivõrgud have been more effective and convenient. Integration with the direct mail companies has enabled to shorten the billing process by almost a half.

„As a result of taking Synerall into use, our billing process shortened by almost a half"

– Mr. Marek Tull, CEO of VKG Elektrivõrgud

VKG

Euroopa Liit
Euroopa
Regionaalarengu Fond

Eesti tuleviku heaks

Synerall is a product of NetGroup Ltd

Net Group OÜ Pärnu mnt 139c 11317 Tallinn, Estonia www.netgroup.ee www.synerall.ee info@synerall.com Phone: +372 664 5345