

Creditreform and Fichtner cooperate on 4.0 industry solution for energy supply companies

EVU 4.0 solution: Creditreform and Fichtner pool competencies

Fichtner IT Consulting and Creditreform agree to cooperate to jointly advance the digital transformation of energy supply companies (EVU). This was announced by the two industry specialists in the wake of E-World. The common goal is to digitize utility company customer processes. For more customer satisfaction and loyalty.

Utilities are turning into service providers

Agile competitors, high customer fluctuation, impending payment defaults - the energy industry is in a dynamic process of market adjustment. Many utilities are reacting to this by diversifying their offerings and individualizing customer services. "Together, we accompany energy supply companies in digital dialog with their customers," says Johan Zevenhuizen, Director Business Development Digital Services at Fichtner IT Consulting. To this end, Fichtner is launching a CRM technology as a central platform for digital customer management. This is where all customer communication flows together digitally. From contract management and meter readings via e-shop and pay services to interactive chat offers and credit information. "We provide our customers with modular CRM systems - in a way, as a motor of transformation," continues Johan Zevenhuizen.

Engine and fuel for digital change

The cooperation partner Creditreform is to supply the fuel for this engine. The company is a traditional information service provider and, according to its own statements, stands - in conjunction with its subsidiary Boniversum, which specialises in credit rating information - for a special excellence of its personal and economic data. "Only with meaningful customer data can a utility company correctly assess what interests a customer and what the right conditions are," says Jürgen Winschiers, sector manager for utilities, public transport and waste disposal at Creditreform. The condensed and refined customer information provided by Creditreform helps the utility company to address customers efficiently and in a value-adding way - from application and customer management to debt collection.



*Jürgen Winschiers, Industry manager for utilities, public transport and waste disposal companies at Creditreform
Contact: +49 175 1668127. J.Winschiers@verband.creditreform.de*



*Johan Zevenhuizen, Director Business Development Digital Services at Fichtner.
Contact: +49 1520 2925589. Johan.Zevenhuizen@FIT.Fichtner.de*

About Creditreform Creditreform is Germany's leading provider of business information, marketing data and solutions for receivables management. Since 1879, we have been protecting companies against payment defaults, creating transparency and security. With 128 independent offices and over 4,500 employees throughout Germany, we serve some 130,000 member companies of all sizes and from all sectors - including energy suppliers, the public sector, industrial groups, banks and insurance companies, as well as tradesmen, start-ups and start-ups. Our specialists help to assess business risks, identify customer potential and relieve customers of the burden of monitoring and enforcing incoming payments. We are supported by our specialised subsidiaries of the Creditreform Group, Creditreform AG, Creditreform International and a worldwide network of partners.

About Fichtner IT Consulting Fichtner IT Consulting GmbH (FIT for short) was founded in Stuttgart in 1992 and is a subsidiary and the IT competence center of the globally active Fichtner Group. With over 100 employees, we are represented at the Stuttgart headquarters and other branch offices (Berlin, Dinslaken, Dresden, Mannheim, Hamburg). Our services focus on IT consulting and IT development: implementation of intelligent strategies and economic solutions for energy, water, infrastructure, transport, public administration and production. We combine our industry knowledge and process know-how with the latest technological expertise to deliver innovative and economical solutions for your success. We are your competent partner for digitization projects and accompany you with experience and a sense of proportion in the alignment of the IT strategy and the implementation of customized, innovative applications.

For more information:
www.fit.fichtner.de/en/
<https://en.creditreform.de/>