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Utilities

Empowering energy distribution: Enexis Netbeheer's path to efficiency

Enexis Netbeheer, a Dutch network operator originating from Essent, plays a crucial role in energy distribution across North, East, and South Netherlands. As part of the Enexis Group, Enexis Netbeheer oversees a vast network with approximately 5,000 employees and serves over 5.2 million customer connections as of 2021. In their pursuit of operational excellence, Enexis Netbeheer relies on innovative solutions to enhance efficiency and deliver superior customer service.

Identifying inefficiencies

Enexis Netbeheer experienced multiple challenges; standard functionalities were not supported, causing specific pain points related to OCR quality and XML capabilities. This created the need for a change in direction. The project, led by Peter den Boer, the Process Specialist and Team Manager at Enexis, started with identifying all the aforementioned inefficiencies.

Solution selection

Enexis was already familiar with Dynatos through their existing use of Process Director. The evaluation criteria primarily focused on OCR quality and XML capabilities, where Dynatos' solution stood out due to its comprehensive features and the exceptional service provided.

Implementation of the chosen solutions

The implementation process encompassed several stages, including introduction, inventory, testing, implementation, and after-care. Although challenges were minimal, Dynatos provided crucial support, especially in adding fields and resolving minor issues during implementation.

Positive feedback and customer support

Enexis' team responded positively to the transition, aided by clear instructions and group explanations. Feedback highlighted minor adjustments needed, which were promptly addressed through explanations and alternative solutions.



The good and fine cooperation with Dynatos made the implementation of AP Essentials and Routty a success. The software solution delivers a high processing rate and has a good analytics module.



Peter den Boer, Process Specialist and Team Manager at Enexis Netbeheer

Efficient resolutions

Peter den Boer rates Dynatos' support highly, praising the quick resolution of issues and consultants' proactive approach in optimizing the software solutions. Challenges encountered during testing and going live were effectively resolved, providing valuable learning experiences.

Results and benefits

Since implementing Dynatos' solutions, Enexis has observed significant improvements:

- ✓ The OCR level has substantially increased.
- ✓ The analytics feature in AP Essentials enables the extraction of valuable insights from invoice processing.
- ✓ Enhanced information transfer from KAE to Process Director facilitates better reporting.

Although quantifying improvements is pending, the higher OCR level promises considerable time savings, while increased confidence among employees during invoice verification positively impacts performance.

Forward-thinking strategies

Enexis plans to assess the suitability of Process Director in the coming years and recommends Dynatos' solutions to others in the industry, particularly emphasizing the high recognition rate and seamless integration between AP Essentials, Routty, and Process Director.

Enexis' experience with Dynatos' solutions exemplifies their commitment to innovation and excellence in addressing challenges, implementing solutions, and realizing tangible benefits. For those seeking reliable and effective software solutions in invoice processing, Dynatos emerges as a trustworthy partner.

What can we do for you?

Dynatos | Measurable results. Noticeable impact.

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