



# Digitization of house connection

## Connecting homes to the energy grid

**The digitization of the house connection with Axon Ivy allows the implementation of different connection types and core functions in the electric and natural gas grids. This simplifies the customer ordering process for both regulated and additional products. In addition, interaction with installers can be optimized.**

### Challenges

- Paper processes and manual data collection
- Media discontinuity in the entire handling process
- Lack of process transparency
- Lack of integration with SAP
- Too little time for customer consultations

### Highlights

- 70% boost in customer satisfaction
- Significant savings in administrative costs
- Fully automated quotation and billing
- Personalized offers based on specific services selected
- Transparency for all persons involved in the process (sales/installer/customer, etc.)

### Solution with Axon Ivy

- Intuitive and fully integrated web application for the home connection process
- Dynamic, role-specific task assignments
- Easy and efficient ordering of additional products and services
- Systematic, integrated escalation management

### Reasons for Axon Ivy

- Rapid implementation
- Reduced training and testing effort
- Easy integration with third-party systems via standard interfaces (e.g. SAP)
- Personalized processing of the required data for end-users

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