



Hafslund ASA
Oslo, Norway
www.hafslund.no

Industry:

Utilities

Annual Revenue:

US\$2.13 billion

Employees:

1,200

Oracle Products & Services:

Siebel eEnergy
Oracle Business Intelligence

Oracle Partner:

Infosys
www.infosys.com

“The most important things in our consolidation work were the everyday work of our staff and contacts with the customers. Oracle provided us with ready-to-use solutions and a platform to meet future challenges.”

– Egil Brækken, Chief Information Officer, Hafslund ASA

Hafslund ASA Improves Customer Management with a Single Source of Data

Hafslund is Norway’s largest power distribution network owner, the country’s market leader in power sales and home security, and a significant producer of renewable energy. Hafslund also plays a major role in security sales to the retail market, and is one of the largest owners within the solar energy company, Rec Group.

Challenges

- Centralize critical customer data spread across six different systems
- Integrate customer interaction, which was specific to each company and product
- Provide customer service center staff with a complete overview of customer commitments, and enable cross-selling
- Improve customer service by consolidating all customer information onto one system

Solution

- Implemented Oracle’s Siebel eEnergy and Oracle Business Intelligence to provide a ready-made solution capable of integrating Hafslund customer data
- Worked with Oracle Partner Infosys to consolidate information from disparate systems into a single application using a Service Oriented Architecture (SOA) and Web services
- Reduced the number of customer systems used by staff at company customer service centers from six to two
- Established a clear plan for incorporating additional applications that will simplify the integration process by 25%