

HiQ HELPS ELENIA TO RESHAPE CUSTOMER SERVICE

The electricity company Elenia has 417,000 customers in an area spanning over 100 municipalities in Finland. An integration partnership with HiQ enables reshaped, even better customer service and operational reliability for Elenia.

“At Elenia we are constantly working to improve our customer satisfaction. As our business and services become more and more digital, integration plays an important role. Seamless connections between systems, processes and people’s work enables us to serve our customers even better,” says Jukka Grönroos, IT Manager at Elenia.

HiQ has contributed with expertise and implemented an integration environment based on the FRIENDS platform. The integration project was a central part in a large-scale project around customer relationship management in the Elenia Group.

“Instead of implementing only a technical solution, we aimed to build a partnership in which we could develop our integration environment together. HiQ provided us with the needed know-how in all phases of the project, on a technical as well as operational level,” Grönroos continues.

Elenia builds power grids and information systems into a single smart grid that generates real-time data. The customers can receive information about their energy consumption on hourly, daily or monthly basis.

“Concepts such as IoT, remote monitoring and digitalisation have been common in the energy sector for years – the area is constantly looking for new and innovative ways to create value. HiQ has vast experience in creating digital services and automating business processes, and we are experts on integration. In April, HiQ was even recognized in the Market Guide for Hybrid Integration Platform-Enabling Technologies by Gartner, Inc - the world’s leading IT research and advisory company,” says Jukka Rautio, Managing Director at HiQ Finland.

“In today’s tech-intensive and connected society we have little room for failures in power supply or customer service. We strive for simplicity and we are proud of this partnership with Elenia – a company that just like HiQ wants to make people’s everyday lives simpler and better,” says Lars Stugemo, President and CEO at HiQ.

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