How Does a Next-Generation ERP Solution Illuminate the Path to Smarter Energy?

Consolidation of multiple ERP systems needed to efficiently serve 25 towns across northern Italy

Gas and electricity provider RetiPiù srl delivers services to citizens in the Brianza region of northern Italy. To help support the best experience for these customers, RetiPiù sought a new, intelligent ERP system that would improve data quality and access and provide engineers with accurate, up-to-date information while in the field. And the utility company also wanted to lay the groundwork for an innovative predictive maintenance project.
RetiPiù deploys leading-edge ERP, improving customer service and supporting the delivery of smarter energy.

By working with implementation partners Business Innovation Team srl and BMS SpA to deploy SAP S/4HANA® and the SAP® Workforce Management application, RetiPiù was able to:

- Consolidate multiple unstructured ERP systems to support upcoming business projects and the delivery of smarter energy services
- Remove excessive customization to build a shared, standard platform in full compliance with legal requirements
- Slash the time required to access and analyze data
- Optimize and transform strategic business areas
- Achieve a 20% improvement in capitalization through better management of resources
- Enhance data quality, enabling top management to make smarter, more targeted decisions
- Enable real-time data access with mobile features, so that field engineers can take rapid action to fix issues while away from the office

"By being able to access data and reports in real time, field engineers can intervene promptly whenever issues arise, improving the customer experience and strengthening our reputation as a trusted energy provider."

Mario Carlo Borgotti, Managing Director, RetiPiù srl

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