How Does a Global Energy Provider Scale in the Cloud to Meet Goals and Compliance?

Serving 31.5 million customers reaching 7,400 municipalities in Italy

ENEL, a global utilities giant, launched an innovation program to move its IT environment from on premise to the cloud and enable its digital transformation. e-distribuzione, part of ENEL Group and the largest Italian company in the electricity distribution and meter reading sector, sought to improve its billing cycle speed with a goal of handling more than one million printed invoices per hour and to comply with Italian regulatory authorities. The magnitude of transforming the existing, on-premise system to a cloud-based solution was a challenge. ENEL relied on a partnership with SAP® Digital Business Services to manage this transition.
SAP S/4HANA® and SAP HANA® Enterprise Cloud allowed the company to:

- Reduce billing process time by 50%
- Improve cash flow as invoices can be paid in the billing month
- Increase invoice processing, leading to an effective management dashboard with real-time information on KPIs
- Reduce the number of exceptions because of faster detection of issues
- Improve accuracy for technical and commercial operations, leading to efficient accounting

"The experts in the SAP Digital Business Services organization helped us implement one of the most complex and innovative projects in our history, and we did it on time and on budget. The implemented solution came as the result of an intense co-innovation between ENEL and development teams for the SAP S/4HANA Utilities solution and SAP HANA Enterprise Cloud."

Fabio Veronese, Head of Infrastructure and Networks Digital Hub, ENEL