

# The Value of Modernisation

## Stadtwerke Düsseldorf goes with mrs



The German public utilities company Stadtwerke Düsseldorf has been serving the energy needs of the local community and beyond for more than 130 years past. By seizing the opportunity provided through the relatively recent deregulation of the German energy market, this progressive company has risen to the challenge of evolving from an old-economy combination utility supplier to a forward-facing, dynamic and modern infrastructure provider.



Stadtwerke is currently counted among the strongest performing energy providers across the Rheinland and is keeping a firm focus on future expansion.

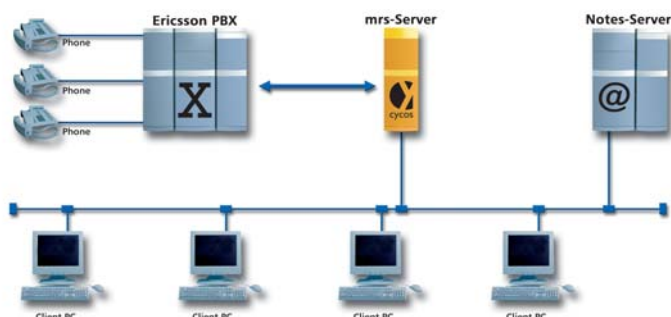
One of the cornerstones of Stadtwerke's company philosophy has always been: Your time is something we value. And true to this principle, fast and competent handling of all energy-related matters is something this service provider is currently achieving. No surprise then, that such a company always keeps a look-out for ways of optimizing how time is used at the company level. Since all-round, but at the same time, simple solutions for optimizing company communications are crucial to this goal, Stadtwerke has decided to go with a Cycos mrs communication solution.

A few years back, the company had already installed an mrs Server able to handle all fax and SMS message traffic, not forgetting voicemail alert and query functionality. This was achieved by integration into the Lotus Notes environment already in use for the handling of e-mail.

Not only did this save a lot of time and produce sustained savings in the consumables budget. Because the mrs solution handles fax traffic intelligently, always sending faxes when it's cheapest to do so, a cut in the communication bill was also achieved. The same goes for SMS messages, written in Lotus Notes for transmission via the mrs Server. Having your faxes and SMS messages available in electronic form in the mrs System enables the straightforward storing, archiving and assignment of all data to every single PC in the system. mrs is thus able to offer convincing solution in terms of data security.

**one solution for all communications**

The key to higher efficiency:  
The mrs solution at Stadtwerke Düsseldorf



A further attractive feature of the Cycos solution has been the inclusion of Interactive Voice Response (IVR). This allows, as the situation demands, the installation of a personal virtual answering machine for each and every co-worker, while at the same time, enabling the option of measuring customer satisfaction through telephone surveys. IVR makes it possible for Stadtwerke to offer their range of services to customers via a speech application. What does this mean in practical terms? It means that whenever callers require information, or wish to place an order or make an inquiry, all information is deliverable without delay by phone. If callers wish to leave a message, they can do so. This gives customers the assurance that they can be in contact with the company on a 24/7 basis. Workloads become lighter for everybody, and customer service optimization is achieved.

However, state-of-the-art communications, providing user-friendly operation and ensuring gapless connection between all the different sub-systems, are only one side of the story. The ongoing availability of an uncomplicated technical support structure, reliability against breakdown and solid ROI are equally important.

Stadtwerke also has reason to be fully satisfied in relation to these aspects. All services and communication media have been unified into a single, all-in-one solution, in which installation and maintenance (fully controlled via a central administration) are cut to a minimum. The load-sharing implemented in key system modules ensures maximum system reliability, because the failure of any one module is immediately made good by a second module able to take over its work.

Finally, let's listen to the verdict of Manfred Helten, Team Leader for Telecommunications and Wireless at Stadtwerke Düsseldorf:

"A company-wide, unified communication platform is what Cycos has delivered, thus raising our productivity and cost-efficiency. From day one, the mrs System has provided the reliable stability we are looking for, and we are completely happy with this solution."

**Cycos AG • Headquarter**  
Joseph-von-Fraunhofer-Str. 7  
52477 Alsdorf / Germany  
Tel. +49-(0)2404 - 901-0  
Fax +49-(0)2404 - 901-100  
www.cycos.de  
sales@cycos.de

**Cycos France SAS**  
41, rue de l'Alma  
92400 Courbevoie / France  
Tel./Fax +33-(0)146 - 35 28 00

**Cycos AG • SAP Competence Center**  
Otto-Hahn-Str. 1c  
69190 Walldorf / Germany  
Tel. +49-(0)6227 - 605-605  
Fax +49-(0)6227 - 605-610

**Cycos AG**  
Wilhelm-Haas-Str. 6  
70771 Leinfelden-Echterdingen  
Germany  
Tel. +49-(0)711 - 3060-0  
Fax +49-(0)711 - 3060-140

© 2005 Cycos AG – as of February 2005  
mrs is a registered trademark of Cycos AG.  
All of the product names mentioned are registered  
trademarks of the manufacturers mentioned.  
All rights, changes and mistakes reserved.

 **CYCOS**  
www.cycos.com