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HOW CAN **ELMŪ** PROVIDE HIGH STANDARDS ON SMALL CUSTOMER SERVICES?



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DEVELOPING BRILLIANT CUSTOMER SERVICES

ROOTS AND PRESENT TIME

The Hungarian Electricity Works of Budapest operates for more than a century. The company started its operation in the times of the Austrian-Hungarian Monarchy and continues its main activity since then: supply of electric energy to a great variety of consumers. The actual period of the Electricity Works (shortly ELMŰ) started in 1995, being characterized by a major foreign strategic investors ownership. Since June 2000 the company started a tighter business relationship with the Northern Hungarian Electricity Works (shortly ÉMÁSZ).



EXPERTISE+COMFORT=SMILE

In the newest ELMŰ campaign, the company asks its customers to reward with a "smiley card" those members of the staff, who have made the biggest impact on them with their expertise and kindness. The ONLINET queue management systems are doing a lot to transform these customer services into a stress-free place, characterized by fast and comfortable service. In an environment like this, the staff efficiency and customer satisfaction are growing together. In 23 ELMŰ locations, the company operates ONLINET queuing systems since 2005. These systems are hardware-based, which means that the customer has to select the desired service on a touchscreen terminal and wait to be directed to the right desk by their number appearing on displays. But the small-sized customer services with limited opening times required a special and simple solution. This need was fulfilled by the ONLINET Customer Service software, which operates since Autumn/Fall 2010 in 34 locations, on 74 different workstations.



"We are working for your smile"

"Our regular survey results show us, that our consumers are mostly satisfied with the expertise, attention and kindness of our staff."

„Our customer friendly developments”
ELMŰ - ENERGY Catalogue

ELMŰ

Hungarian Electricity Works of Budapest

Facts & Figures

Sister company: ÉMÁSZ (Northern Hungary)

Established: 1893 (BÁV Rt and MV Rt)

Service providing area:

Budapest and surroundings (ELMŰ)

718 settlements in Northern Hungary (ÉMÁSZ)

Number of consumers:

1,300,000 (ELMŰ)

700,000 (ÉMÁSZ)

Number of customer services: 56

Position: one of the Top200 Hungarian and Top10 energy sector companies in Hungary

OBJECTIVE:
Efficient customer service

OBSTACLE:
Low budget

SOLUTION:
ONLINET Customer Service Software



"The best customer services"
energiainfo.hu

According to energiainfo.hu website's analysis among the energy sector companies, the customer services of the ELMŰ - ÉMÁSZ group are the best. The staff of the website made the analysis according to a high number of votes coming from the private sector. The website has appointed for this case Ms. Edit Herczog, member of the EU parliament. She handed the certificate of honour to Dr. Marie-Theres Thiell (in the picture), member of ELMŰ Directors Board. The website underlines that this type of comparison is very important, especially in the energy sector where a relative small offer, creates a small price competition and the suppliers can differentiate each other with the quality of their service, provided towards the consumers.



ONLINET Customer Service Software

Easy installation
Simple operation
Great results

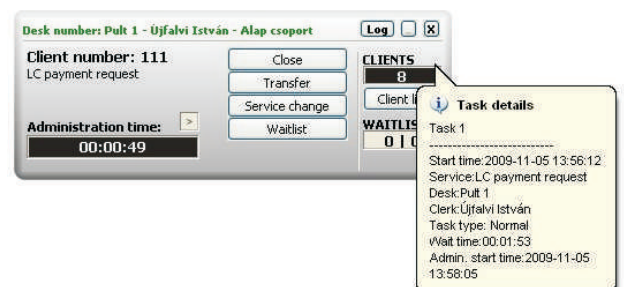
The ONLINET Customer Service software requires only a PC as a local server. Nothing but a small application, called CDS Desk is installed on every staff workstation. Being a web-based application, the configuration, administration and statistics platform can be accessed using a web browser from anywhere. The effectiveness of a member of a staff, a branch or even a whole network becomes measurable instantly.

Recommended to every customer services

- that has a small area for customer waiting space
- that has only a very limited opening times
- that serves a small number of clients
- that has only a small budget
- where a special and personal customer relation is very important
- that has a „non-ticketing“ policy

SOME OF THE STATISTICS THAT CAN BE READ OUT OF THE CUSTOMER SERVICE SOFTWARE

- number of daily transactions
- number of transactions on a part of a day
- min, max, and average service time
- effective working time
- effective break time
- result of service (closing codes)
- selected services
- forwarded customers



ONLINET Group in a nutshell

ONLINET Group is a European leader in developing, manufacturing Queue & Customer Management Systems and Digital Signage solutions. With branches in 7 countries and resellers on 3 continents we provide solutions in the Financial, Telecommunication, Retail, Healthcare, Education, Transport and Public sectors.

Awarded by Deloitte in 3 consecutive years, as one of the fastest growing technology company in the Europe-Middle East-Africa and Central Europe regions, ONLINET through it's systems manages around 500,000 customers daily in more than 1,200 Customer Services.





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