

Doxee document experience and Doxee Platform for the complete digitization of Sorgenia

Sorgenia

Sorgenia SpA is today the first Italian Digital Energy Company with about 400,000 customers throughout the country. Digital transformation and technological innovation have allowed Sorgenia to create a new, shared, and sustainable model for energy and to take concrete actions to help preserve the environment and improve our society.

The needs of Sorgenia

The digital revolution increasingly involves the utility sector: Sorgenia understands the challenges and has been talking about them for years, especially when it comes to the choices related to the daily relationship with its customers and the quality of service.

With an increasing number of customers, Sorgenia needed a product dedicated to Customer **Communications Management for managing document processes**. Sorgenia also needed a solution to manage and monitor its **electronic invoicing processes** for both the active and passive cycles. The ability to rely on solid, well-structured processes that are in line with the principles of current regulations is an essential requirement. Integrating these aspects with a **reliable digital preservation service** is the key to achieving optimal

management of document production, from start to finish. Doxee accompanied Sorgenia throughout the digitization process, acting as a partner in the transformation.

The answer: Doxee document experience and Doxee platform

Sorgenia chose to take advantage of two products that would enable it to achieve the desired results:

Doxee document experience: The first Customer Communications Management product entirely in the Cloud, both PaaS and SaaS, dedicated to the creation, multichannel distribution, and storage of communications

Doxee paperless experience: The product line that responds to the needs of dematerializing tax and document processes while ensuring compliance with Italian and European regulations



Sorgenia and the Doxee document experience

Doxee products are based on a proprietary technology platform: the **Doxee Platform®**. The Platform was designed and built entirely in the cloud, ensuring high performance in terms of scalability, reliability, and computational capacity to offer products on a global scale with a very low time-to-market.

Doxee Platform® is the first CCM product delivered entirely in the cloud for managing business processes related to data transformation and document production, distribution, and storage.

Doxee dx is designed to support the construction of complex, mission-critical business processes, offering **scalability, efficiency, and high performance in terms of volumes managed**. It requires no investment in infrastructure and eliminates the cost of managing the CCM platform.

Sorgenia has chosen Doxee document experience for **billing, administration, finance and control** areas. The partnership with Doxee began in 2007 for the billing area, an activity that has gone through three different management systems over time, all connected to the **Doxee Platform®** for document production, email delivery, and up to printing.

DOXEE DOCUMENT EXPERIENCE IS USED FOR:

- **Document production**
- **Document storage**
- **Web service integration with customer platforms**

It's not just for billing. Doxee dx is also used for:

- **Administration, finance, and control area** for document production, for all companies in the Sorgenia group.
- **Customer Care:** Doxee has provided the Sorgenia call-center with a simple and intuitive portal to send copies of invoices to customers who contact the call center via email or real-time SMS. This has facilitated and speeded up all customer care actions.
- **Credit - Hub:** Doxee dx made it possible to set up a centralized system so that Sorgenia's credit suppliers could easily retrieve the necessary dunning documents.



Sorgenia and the Doxee Platform

Starting in 2010, Sorgenia decided to integrate the Doxee Platform for **optimal, fully outsourced management of its electronic invoicing and digital preservation processes.**

Electronic Invoicing

For Sorgenia, Doxee manages the electronic invoicing for the active cycle both to private sector customers and to public administrations.

Starting from a **single input file** containing the invoice layout, Doxee is able to produce not only the **electronic invoice in the required XML** format, but **also a customized PDF version**, which can be sent to customers as a courtesy copy.

Turning to the management of the **passive cycle**, Doxee is responsible for:

- Receiving the electronic invoices addressed to Sorgenia from SDI (Sistema di Interscambio, the Italian platform used to exchange electronic invoices)
- Providing Sorgenia with the relative XML file
- Providing long-term digital preservation of electronic invoices

Legal compliance

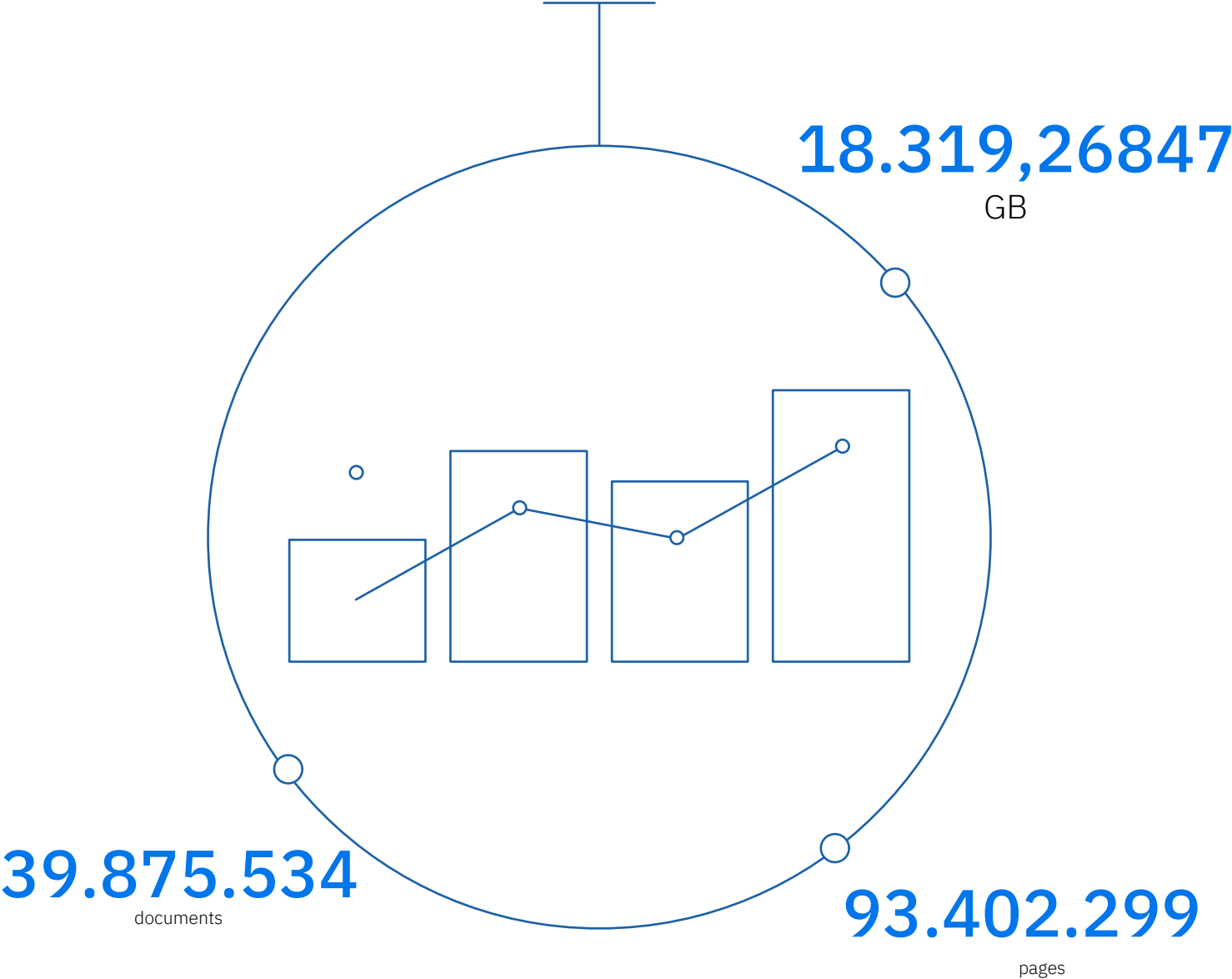
Through the Legal Electronic Archiving (LEA), Doxee is able to provide secure digital preservation of electronic invoices and other electronic documents on its systems, guaranteeing high levels of reliability and regulatory compliance and effectively supporting the Administration, Finance, and Control functions.

For Sorgenia, not only active and passive electronic invoices are managed and preserved, but also change notes, accounting books, and VAT registers. Based on the timeframe required by law the management and storage activities were focused on the Spesometro and then the Esterometro, which are tax obligations typical of the Italian tax system.



Results

Through the integrated functionalities of the Doxee Platform®, it has been possible to successfully combine the need to rely on efficient, fast, and monitorable processes with the need to produce and preserve documents that are fully valid from the point of view of evidential effectiveness and regulatory compliance.



Connect with the leader in cloud-based customer experience

At Doxee, we revolutionize the customer experience with innovative technologies that help businesses communicate and interact with their customers more effectively, creating strong relationships that lead to lasting business growth. Our cloud products dedicated to CCM, Digital Customer Experience, and Doxee Platform offer our customers and partners a comprehensive and integrated set of applications that fully support their customer journey.



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