

E.ON Bulgaria – Website Development

“At E.ON Bulgaria we selected Maconis to set up, implement, and maintain our internet and intranet projects. In both areas we are very pleased with the results.”

Uwe Haratz
CIO,
E.ON Bulgaria EAD

E.ON is one of the largest public utility companies in Europe and the world's largest investor-owned energy service provider. E.ON Bulgaria was established on January 28th 2005 as a fully owned subsidiary of E.ON. In the beginning of 2005, E.ON Bulgaria acquired majority stakes in Electricity Distribution Company Varna and Electricity Distribution Company Gorna Oryahovitsa.

Situation

With approximately 1.1 million customers, E.ON Bulgaria needed to become more customer-friendly and provide accurate, timely and concise company information to the public. The legacy websites of the two power distribution companies needed to be replaced with a single website. E.ON Bulgaria needed an informative, scalable, and user-friendly website that would help their customers have access to valuable information and tools. This site had to be in full compliance with E.ON's corporate identity guidelines and needed to be built and configured using E.ON's standard IT applications and infrastructure.

Solution

Our team, in close partnership with E.ON Bulgaria, developed a customer-friendly, yet highly functional, bilingual website that features:

- ✓ Location-based services
- ✓ Easily updateable news feeds
- ✓ Full compliance with corporate identity
- ✓ Intuitive navigation and easy customer interaction
- ✓ Scalability

We built the site using LiveLink Enterprise Content Management server.



Benefits

E.ON Bulgaria, with the help of Maconis, built a state-of-the-art online presence, enabling them to have direct one-to-one relationship with their customers. E.ON customers gained instant access to real time company information.

Future

E.ON Bulgaria and Maconis signed a long-term service contract for the maintenance and regular updates of E.ON Bulgaria's website. Both companies are committed to continuously improving customer interaction through richer functionality, increased visibility and better communication.