

Streamlining Electronic Data Interchange (EDI) Operations in Utilities. Why Now?

ARE YOU READY TO MODERNIZE YOUR EDI SOLUTIONS?

EDI plays a crucial role in facilitating the electronic exchange of essential business information like invoices, payments, and purchase orders, between utility companies and their stakeholders.

While managing EDI may not be a core competency for utilities, a seamless operation and uninterrupted service delivery of EDI is critical in their day-to-day operation.

As the utility industry goes through transformation, modernizing electronic data interchange (EDI) solutions has emerged as a priority. An aging workforce, operational challenges with legacy systems, and shifting regulatory demands have made it imperative for utilities to review their current EDI process now.



LEGACY SYSTEMS AND VARYING DATA FORMATS



The integration of outdated legacy systems remains an obstacle, hindering seamless integration and operational efficiency. The transition from these legacy systems to contemporary platforms proves complex and time-consuming, limiting agility and delaying innovation. This challenge is compounded by the diversity of data formats used by utilities, suppliers, and partners, leading to inconsistencies in data exchange.

Standardizing these formats is crucial for utilities. The integration of legacy systems with modern, cloud-based platforms is made difficult by their complexities, separate data sources, and outdated infrastructure.

Managed services for EDI offer a promising avenue for overcoming these obstacles. Such a service helps bridge disparate systems and facilitates standardized data exchange protocols. Through managed EDI services, utilities can also ensure they use modern infrastructure and pave the way for a more agile operational environment capable of meeting evolving market dynamics and customer demands.


Different utilities, suppliers, and partners use varying data formats like ANSI X12, EDIFACT. It can be challenging to ensure data compatibility and smooth data exchange across these formats. These hurdles while not business-critical, can significantly increase the time and resources required for data exchange. A managed service partner for EDI improves these operations and enables utilities to manage large volumes of transactions seamlessly.

AGING WORKFORCE DYNAMICS


One of the foremost challenges facing utilities is the demographic shift resulting in an aging workforce. As experienced personnel approach retirement age, utilities confront the imminent risk of knowledge loss and skill shortages. Traditional manual processes and reliance on legacy systems worsen this challenge, as they often require specialized expertise and institutional knowledge to operate effectively.

EDI services offer a pathway to mitigate the impact of an aging workforce by automating routine tasks, standardizing workflows, and reducing reliance on manual intervention. By facilitating seamless data exchange and streamlining communication channels, EDI service providers empower utilities to bridge the knowledge gap and empower the next generation of workers with intuitive tools and technologies, resulting in a well-documented EDI business flow and reducing the dependency on a few key individuals to support and maintain critical EDI transactions.

Hansen takes on the service aspect, eliminating the need to train your workforce.

 Train IT and operational teams on EDI best practices.

 Designate EDI champions to drive adoption and resolve issues.

 Encourage continuous learning and certification.

SUPPLY CHAIN INTEGRATION

Utilities rely on a vast network of suppliers and vendors to procure equipment, materials, and services. An efficient EDI service facilitates seamless integration with supply chain partners, enabling real-time visibility into inventory levels, order status, and shipment tracking.

Expanding the EDI network to include new trading partners, such as energy retailers, other utilities, and vendors, demands a comprehensive onboarding and certification process. This involves coordinating various aspects like communication protocols, security configurations, and data mappings, which can be quite challenging and time-consuming. EDI plays a vital role in achieving this goal by expediting processes such as billing, meter reading, and service requests. By leveraging EDI services, utilities can offer seamless interactions, timely responses, and accurate billing to enhance customer satisfaction and loyalty.

IMPROVED ACCURACY AND COMPLIANCE

Manual data entry is susceptible to errors, which can have serious consequences in utility operations. An experienced EDI team ensures data accuracy by standardizing document formats and automating data validation processes. Additionally, EDI solutions facilitate compliance with industry regulations and standards, reducing the risk of penalties and fines.

Access to accurate, timely data is crucial for utilities to make informed decisions and swiftly respond to market changes. However, many overlook the significance of a dedicated team providing EDI support, which facilitates real-time exchange of critical information. This enables utilities to analyze trends, forecast demand, and adjust operations accordingly. The agility attained within this non-core aspect of utility operations provides additional advantages to utilities. Lack of ability to quickly mine data to identify the root cause of data issues results in delays in the financial settlement process and an increase in end customer frustration.

Hansen Energy EDI – Making Communication with your Business Partners Secure and Reliable

For over 20 years the energy industry has been transforming from the adoption of retail electric choice to renewable energy production and smart meters. The ecosystem players – energy retailers, local distribution companies, service providers and independent system operators – are compelled to share information as never before to provide the next digital energy experience to energy services customers.

Hansen Energy EDI provides a vital connection to your energy services business partners, letting you share data in real-time while meeting regulatory requirements and lowering operational costs.

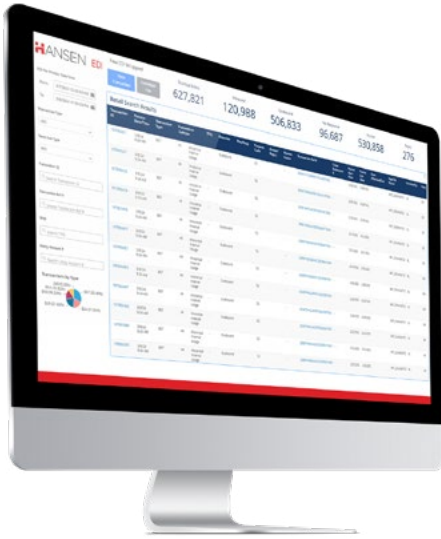
The Hansen Energy EDI offering is more than a software solution; it's a managed service that comes with trained professionals dedicated to overseeing EDI transactions and taking necessary actions impeccably. Our comprehensive offering ensures seamless management and support throughout the entire process, enhancing reliability and efficiency.

CLOUD-BASED EDI AS A SERVICE

Hansen Energy EDI is a cloud-based electronic data interchange and communications service platform that supports any-to-any mapping to accommodate any data format used by external business partners.

It interfaces with multiple back-end business systems and external entities, including electric and gas utilities, retail energy suppliers, financial institutions, end-use customers, and various outside business partners.

Deployed in the AWS Cloud, the solution offers multi-tenanted application architecture with separate environments for different business units as required, ensuring data confidentiality, integrity, and availability to meet stringent security requirements.



Hansen Energy EDI Dashboard

ENHANCED VISIBILITY WITH AN ENERGY EDI PLATFORM

Hansen Energy EDI offers support for multiple B2B formats like ANSI X12, XML, CSV, and proprietary flat files. It seamlessly integrates with enterprise applications through RESTful API capabilities, ensuring scalability for current and future needs.

Users access summary and raw EDI views with extensive search and reporting. This direct access and control over data improve operations and data-driven decisions. A team of experts stays abreast of utility and regulatory requirements, conducting thorough validation throughout the transaction lifecycle. Customers also benefit from world-class service desk support.

SCALABILITY AND RELIABILITY

Hansen Energy EDI ensures system availability at an impressive rate of 99.9%, guaranteeing uninterrupted operations. With the capability to process high volumes of transactions, the solution offers tremendous scalability, accommodating any growing needs flawlessly.

DATA SECURITY

Hansen prioritizes robust security measures as utilities become more reliant on digital systems and networks. Hansen Energy EDI security features include data encryption, authentication protocols, and secure transmission channels, to safeguard sensitive information and mitigate cybersecurity risks. Furthermore, investments in ISO certifications, SOC compliance, and platform security capabilities have elevated Hansen's offerings to world-class standards.

FINANCIAL TRANSACTIONS MADE SEAMLESS

Hansen Energy EDI doesn't just stop at communication; it seamlessly supports a range of financial transactions. From ACH/Wire payments to account reconciliation, check image processing, auto-bill pay, point-of-service customer payments, credit card transactions, and automated bank account statements – it covers all the bases.

Streamline Your EDI Operation with Hansen



Integrate Legacy Systems

Upgrade seamlessly for enhanced efficiency.



Standardize Data Formats

Ensure compatibility and consistency effortlessly.



Ensure Data Mapping Accuracy

Prevent errors with precision translation.



Manage Volume and Scalability

Ensure compatibility and consistency effortlessly.



Enhance Security and Compliance

Protect data seamlessly and stay compliant.



Coordinate Partner Onboarding

Streamline integration for smooth collaboration.



Improve Error Handling

Resolve issues promptly for uninterrupted operations.



Enhance Interoperability

Improve communication between systems effortlessly.



Assess Costs and ROI

Maximize returns with smart investment strategies.



Adapt to Regulatory Changes

Stay compliant with ease.