Swiss Electricity Provider

Supplying essential utilities to local communities

With a growing number of customer records to handle, this electricity services provider needed Rocket® Software's help to organize their data so that their customers could easily access documents.

Challenge

From powering the lights and appliances we use every day, to ensuring lifesaving medical equipment can operate uninterrupted, electricity is an important utility that we depend on to run our modern societies. Both customers and providers must be able to access basic information such as invoices to ensure that services can run continuously. This electricity provider had stored and archived over 40 million client files over the years. To provide the best service, the company needed an integrated solution within their customer portal that could effectively archive all of this data while allowing customers to view their records quickly.

Results

The electricity provider chose the Rocket Folders platform as its archiving solution because it was scalable to meet increasing data demands and easy to implement. Administering the solution didn't require a lot of manual effort, as the platform automatically ingested documents from any source and in any format. So far, Rocket Folders has archived 46 million files for the provider using more than 100 million indexes. Despite this volume of data, as a high availability system with constant document recovery capabilities, Rocket Folders ensures that the company's customers can always access their records. Now the people who depend on the electricity provider to power their homes and workplaces can enjoy an access rate of less than one second when selecting and viewing their invoices and other important documentation.

> **"** Rocket® Folders was the ideal archiving solution for this electricity services provider because it was scalable to meet their increasing data demands and easy to implement. Now their customers can enjoy an access rate of less than one second when selecting and viewing their invoices and other important documentation. **"**
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> *Martin Floret*
> *Director, Product Management, Rocket Software*

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