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illwerke vkw

Creating utility bills for businesses and domestic customers with DoXite

Putting  All Together.™

LaserSoft*: reliable and efficient A step into the future: the move to DoXite

With its four business segments hydroelectric power, utilities and services, energy networks and tourism, illwerke vkw offers a wide range of services. The group builds modern pumped storage power plants, develops infrastructure for e-cars, operates high-performance energy networks, pushes digitization and manages an attractive tourism destination.

For many years, illwerke vkw had been using LaserSoft in its utilities sector to generate invoices. LaserSoft, a proven solution for output management, was used by the energy provider to create standard layouts for all invoices, payment notes, reminders and other correspondence for the energy billing sector.

Each print run at illwerke vkw generates between 10,000 and 20,000 documents for around 200,000 small business, residential and corporate customers. Around 10 % of all customers pay by cash or money transfer rather than direct debit. For these customers a payment slip must be created and sent out every month.

In addition, LaserSoft was used in payroll processing and materials management to create documents in line with illwerke's corporate branding and to generate barcodes.

LaserSoft is used primarily in the company's headquarters in Bregenz, as well as in a number of smaller offices. Of around 70 printers controlled by LaserSoft, three are located in the data center in Bregenz. These three printers handle the majority of the company's printed documents.

In 2017, illwerke vkw implemented DoXite, LaserSoft's successor. Reinhold Hansmann, Informatics SAP, explains, "We were very satisfied with LaserSoft as the solution was extremely stable and highly performant. However, new requirements such as the need for more dynamic integration of images (including usage charts), colors, barcodes and fonts, led to the decision to migrate to DoXite this year. Above all, the new ZUGFeRD feature in DoXite convinced us to make the move."

Using DoXite version 2.3, companies are able to exchange invoices with authorities, consumers or between each other via a standardized electronic "ZUGFeRD" invoicing format. This new standard developed by the "Forum Elektronische Rechnung Deutschland (FeRD)" (German electronic invoicing forum) is used in European and international accounting.

ZUGFeRD: eBilling for the utility sector

"Utility bills are more complex than most other invoices. In addition to the total bill value, we need to include figures for energy consumption, comparisons with the previous year and various statistics. For this reason, ZUGFeRD will only be applied at the highest level in the utility sector, i.e. for the total bill value," explains Hansmann. However, Hansmann, who is responsible for ISU, the energy billing component of SAP®, sees the use of electronic billing as having a significant advantage. With this new capability, structured data can be integrated via XML into the invoice in PDF format and can thus be read and processed automatically by the customer's accounts payable department. This saves time and reduces the error rate.

**also known as LibertySoft in non-German-speaking territories and named hereafter LaserSoft*

Greater design flexibility

During the transition to DoXite, illwerke vkw revised all of its existing standard document layouts. “The new object-oriented development environment that comes with DoXite is beneficial to all employees, particularly those who do not come from the programming side,” Hansmann states.

All modules and documents in DoXite are versioned. This enables illwerke vkw to access older versions easily, if needed. DoXite supports all available UPC codes and 2D barcodes. This means that there is no longer any programming effort required to create the barcodes for illwerke vkw’s materials management documents. The integration of external programs such as the creation of digital signatures or conversion to PDF/A is also much simpler and easier.

“We have been very satisfied with LaserSoft for many years. Going forward with DoXite, I expect that the effort involved in creating and managing our documents will reduce even further,” concludes Hansmann.



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illwerke vkw AG generates electricity from hydroelectric power and other renewable energy sources. The business unit “Hydropower” produces peak load power and balancing energy for the international market; the business unit “Distribution and Services” is a power and gas supplier for the state of Vorarlberg and neighboring Westallgäu in Austria, as well as a retailer of electricity and natural gas. Vorarlberger Energienetze GmbH is a power system operator for a stable supply of electricity and gas in Vorarlberg.

DETEC Software GmbH, Im Neugrund 16, 64521 Groß-Gerau, Germany

Phone: +49 6152 71230 **Fax:** +49 6152 7123199 **Email:** info@detec.com **Web:** www.detc.com

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