

# Case Study: Ethiopian Electric Power Corporation - Enterprise ERP Implementation

## Comprehensive Business World Solution Deployment

**Client:** Ethiopian Electric Power Corporation (EEPCO)

**Solution Provider:** ERPST Ethiopia in partnership with Agresso AB

**Location:** Addis Ababa, Ethiopia

**Project Duration:** Multi-Phase Implementation

**Sector:** Energy and Utilities

**Project Type:** Complete Enterprise Resource Planning Deployment

## Project Overview

ERPST Ethiopia, in strategic partnership with Agresso AB, delivered a comprehensive enterprise transformation for Ethiopian Electric Power Corporation through the implementation of Agresso Business World. This large-scale project encompassed complete technology infrastructure deployment, advanced customer billing systems, and enterprise resource planning capabilities.

The implementation represents one of the most significant utility sector digital transformations in Ethiopia, establishing a foundation for operational excellence and enhanced service delivery across the national power network.

## Key Deliverables

### Complete Technology Infrastructure:

- Comprehensive computer hardware deployment across multiple locations
- Advanced network equipment installation and configuration
- Integrated systems architecture supporting enterprise operations
- Robust IT infrastructure foundation for future scalability

### Agresso Business World Implementation:

- Full enterprise resource planning system deployment
- Financial management and accounting modules
- Human resources and payroll management systems
- Comprehensive reporting and analytics capabilities

### Customer Billing Solution:

- Advanced billing software handling large-scale customer operations
- Automated meter reading and billing cycle management

- Payment processing and revenue management systems
- Customer service and account management platforms

## **Implementation Phases**

### **Phase I: Foundation Deployment**

#### **Infrastructure Establishment:**

- Complete hardware and network infrastructure deployment
- Initial Agresso Business World system implementation
- Customer billing system for substantial customer base
- Core user training and system adoption programmes

#### **User Base Development:**

- Initial deployment supporting operational requirements
- Comprehensive training programmes for core users
- System configuration and customisation for EEPCO requirements
- Quality assurance and performance optimisation

### **Phase II: Expansion and Enhancement**

#### **Scaled User Deployment:**

- Expansion to support 500 enterprise users
- Enhanced system capabilities and performance optimisation
- Extended customer billing capacity for additional customer segments
- Advanced functionality deployment across business units

#### **Customer Base Expansion:**

- Billing system enhancement to handle expanded customer operations
- Integration of additional customer segments and service areas
- Enhanced customer service capabilities and support systems
- Improved revenue management and collection processes

## **Technical Specifications**

#### **Agresso Business World Platform:**

- Comprehensive financial management and control systems
- Advanced project and resource management capabilities

- Integrated human resources and payroll management
- Business intelligence and reporting tools

### **Billing System Capabilities:**

- Large-scale customer account management and processing
- Automated billing cycle generation and management
- Multiple payment channel integration and processing
- Revenue tracking and financial reconciliation systems

### **Infrastructure Components:**

- Enterprise-grade hardware supporting high-availability operations
- Redundant network architecture ensuring continuous operations
- Disaster recovery and business continuity systems
- Advanced security and access control frameworks

## **Training and Knowledge Transfer**

### **Comprehensive User Education:**

- Over 1,000 end users trained across accounting and billing systems
- Role-based training programmes tailored to specific user requirements
- Hands-on workshop sessions and practical application training
- Ongoing support and continuous learning programmes

### **Capacity Building:**

- Local expertise development and knowledge transfer
- Train-the-trainer programmes for sustainable support
- Documentation and user manual development
- Technical support team capability enhancement

## **Operational Impact**

### **Enhanced Efficiency:**

- Streamlined business processes across all operational areas
- Improved resource utilisation and planning capabilities
- Automated workflows reducing manual intervention requirements
- Enhanced data accuracy and consistency across systems

### **Customer Service Improvement:**

- Faster billing cycle processing and customer communication
- Improved payment processing and account management
- Enhanced customer query resolution and support capabilities
- Multiple service channel availability for customer convenience

### **Financial Management:**

- Improved revenue collection and financial control systems
- Enhanced budgeting and financial planning capabilities
- Automated reconciliation and reporting processes
- Better cost management and operational oversight

### **Strategic Benefits**

#### **Organisational Transformation:**

- Modernised business processes supporting strategic objectives
- Enhanced operational visibility and management control
- Improved decision-making through comprehensive data analytics
- Scalable platform supporting future growth and expansion

#### **Competitive Advantage:**

- Modern technology infrastructure positioning EEPCO as industry leader
- Enhanced service delivery capabilities improving customer satisfaction
- Improved operational efficiency reducing costs and improving margins
- Advanced billing and customer management capabilities

#### **National Development Impact:**

- Enhanced power sector efficiency supporting economic development
- Improved utility service delivery for Ethiopian citizens and businesses
- Technology infrastructure advancement in critical national sector
- Local capacity building and skills development

### **Project Success Factors**

**Partnership Excellence:** The collaboration between ERPST Ethiopia and Agresso AB delivered:

- Combined local market knowledge with international best practices
- Comprehensive technical expertise and implementation experience
- Ongoing support and maintenance capabilities

- Strategic consultation for future development needs

### **Timely Delivery:**

- Project completed on schedule despite complexity and scale
- Effective project management and coordination across all phases
- Risk mitigation and quality assurance throughout implementation
- Stakeholder engagement and communication excellence

### **Long-term Value**

#### **Sustainable Operations:**

- Robust technology platform supporting long-term operational requirements
- Comprehensive user adoption ensuring effective system utilisation
- Ongoing support and maintenance framework
- Continuous improvement and enhancement capabilities

#### **Future Development:**

- Scalable architecture supporting future business growth
- Integration capabilities for additional systems and technologies
- Enhanced analytics and business intelligence potential
- Foundation for continued digital transformation initiatives

**Project Classification:** Utility Sector ERP Implementation

**Contract Type:** Comprehensive Enterprise Solution Partnership

**Focus:** Operational Excellence and Customer Service Enhancement