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3 Questions for Thomas Timpe, Timpetools

"We significantly simplify the acquisition process for RLM customers".

Thomas Timpe: "The high manual effort for energy sales for RLM customers puts many people off." (Image: Timpetools)

Moringen (energate) - The software developer Timpetools has launched a new system at the beginning of the year that is intended to significantly reduce the billing effort for RLM customers. The Energy Market Data and Communication System, or "EMDaCS" for short, is intended to facilitate the acquisition process, among other things. energate spoke with Timpetools Managing Director Thomas Timpe about the details of the system.

energate: Mr Timpe, in view of the rising procurement costs: What are the challenges in energy sales for RLM customers?

Timpe: The manual effort for energy sales for RLM customers is enormous and, in view of the low margin, hardly adequate. Many companies therefore no longer actively acquire in this segment. Not acting here any more, or only acting in a significantly reduced way, damages the image, because for years they did things differently and courted customers, but now they no longer want to maintain customer contacts, some of which have been established for a long time. The problem clearly lies in the high manual effort required to prepare quotations for RLM customers, the back and forth by email of quotation requests, forecasting and pricing. The challenge is to drastically reduce this effort, thus saving costs and resources, while still delivering added value to the customer compared to the current process. Part of this added value must also lie in offering the customer the opportunity to identify the optimal time to procure, especially when procurement costs are very high.

energate: And how is your new solution EMDaCS supposed to help with that?

Timpe: EMDaCS considerably simplifies the acquisition process for suppliers and customers. The supplier creates the forecast for a customer. It is created once in high quality and with intuitive operation. A few minutes later, the customer receives access to the EMDaCS portal and can see his price with the entire price history of the last eight weeks. With each new incoming price curve and the surcharges that can be individually set for each customer, the customer sees the changing offer price. Communication between the supplier and the customer is limited to the bare minimum. The resources freed up in sales can be better used elsewhere. Even the conclusion of the contract is only a click away: The customer's forecast is automatically transferred to procurement, while the customer himself is sent the contract document as a PDF.

energate: You want to make EMDaCS available not only to energy suppliers, but also to RLM customers from industry. What do they get out of it?

Timpe: Customers with registered power measurement often lack orientation in the complex energy market. They can only obtain offers for their electricity and gas needs selectively. A simultaneous enquiry with several suppliers then reveals certain price differences. But it is difficult for them to judge whether it is a good time to conclude a contract. The EEX shows exchange prices, but how the price of one's own load profile behaves cannot be read anywhere. EMDaCS shows RLM customers how the price of their load profile has developed over the last eight weeks. In addition, the RLM customer then also knows the usual market energy procurement price and can better classify the offer of the requested distributors. In addition, the RLM customer can define price limits and be informed as soon as a limit is breached. Especially in high-price times, it is important to keep an eye on the development of prices. And EMDaCS does that - automatically.

The questions were asked by Artjom Maksimenko *<https://www.energate-messenger.de/autoren/65-artjom-maksimenko>*