



**ENERGY:
EDF GdF CHOOSES SCORT TO INTEGRATE ITS MAINFRAME
APPLICATIONS INTO ITS CRM SYSTEM, CALLED “LEVEL1 »**

THIS SHOWS HOW MUCH THEY VALUE A CUSTOMER...

Suresnes, February the 9th 2004

In operation since 1993, “**Level 1**” is a **CRM system** that ties in with all contract management and invoicing operations at EDF GdF. This essential application is used by **25,000 customer service agents located in 1,300 agencies**, and supports the **32.2 million** professional and private customer.

Increasing demands in responsiveness and ease-of-implementation of new versions of “Level 1” have led EDF GdF to further develop the architecture of Level 1, making the transition from a “heavy client” to a “thin client”.

To achieve these goals, each one having serious consequences, with a lot at stake, EDF GdF chose two J2EE standard software packages:

- A software package that publishes mainframe applications and/or integrates them in new applications:
SCORT Mainframe Integrator,
- An application server: **BEA WebLogic Server.**

At the same time, EDF GdF sought assistance and advice from **Accenture** in the deployment of this strategic application which the first users can reach since the beginning of September.

“To serve daily more than 32.2 million client sites is a major task, and requires us to equip our agents with reliable, robust, high-performance tools. SCORT and BEA was a strategically sound choice for EDF GdF, as this solution lets us deploy new technologies, while capitalising on more than twenty years experience acquired on our Mainframes », commented Mr. Xavier CARTON, deputy head of the Information Systems for Private Clientele department of EDF GdF and leader for “Level 1” project.

“SCORT is key to the porting of Level 1 to a light client. Decisive factors that justify our choice include an R&D centre in Paris, products already deployed in organizations of a similar size in terms of the number of users (AGF, AXA, ANPE...), European counterparts (Enel in Italy and GasNatural in Spain) have also chosen the SCORT/BEA team, and finally, Accenture is very familiar with these technologies”, added Mr. Xavier CARTON.

Already a leader in the Insurance sector with prestigious customers such as AGF, AXA, CNP, Generali, Groupama, Macif, etc., SCORT proves with this contract that its products perfectly meet the needs of integration and publishing of energy producers and distributors in Europe: EDF GdF, the main European Operator in Energy was equipped with SCORT software, as its european counterparts : Enel in Italy and Gas Natural in Spanish.

A propos de SCORT

SCORT is a European software company specialised in integrating Mainframe systems with new architectures. An early entrant in the field of Mainframe integration, today SCORT is a major player in this sector. Some large companies in a number of industries (Insurance, Banking, Finance, Distribution, Telecom etc.) have selected SCORT solutions, which offer rapid ROI. With an R&D centre based in Paris, SCORT offers its European clients the highest levels of flexibility and support.

More information: **www.scort.com**

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