



Energisa modernizes digital channels and expands CX with Sensedia technology

National giant in the electricity sector accelerates digital transformation by investing in microservices architecture supported by API Gateway



Energisa currently has 15,000 employees nationwide and occupies the fifth position in the ranking of energy distribution in Brazil

The company continues to invest in technology, committed to innovation. But the objective is not only to maintain the title of the largest private group with national capital in the country's electricity sector, but also to provide the best experience to its more than 8 million customers.



In order to meet and maintain these goals, digital transformation has been of great importance in the company's strategy. And in this journey, **Energisa** detected through the **API assessment** that it needed an architecture based on microservices, robust, agile and scalable, focused on the customer, allied to the **API Gateway** platform, to enable and drive business objectives and support new demands of the digital age.

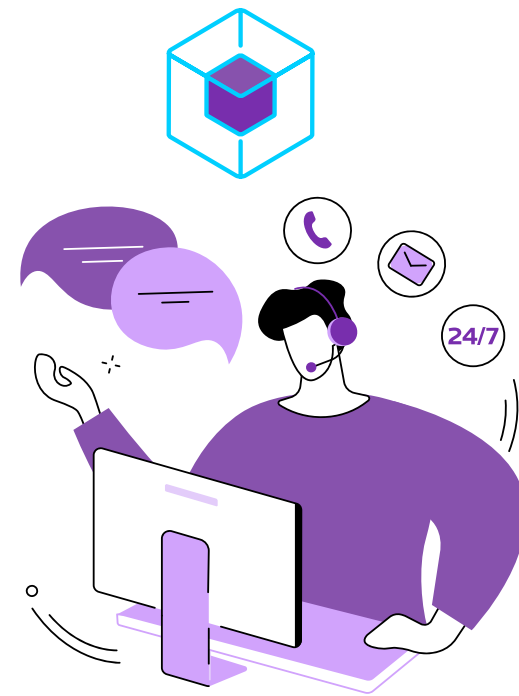
“The implementation of **Sensedia's API Gateway**, between 2017 and 2018, marked the beginning of an effective modernization of our environment, to support the necessary transformations. We needed to improve the digital channels (chatbot, website, totems, app) to expand the customer experience”



Romulo Maini
Head of Architecture and DevOps
at Energisa

Comment made during APIX 2022

According to the executive, the initial objective was aimed at the evolution of digital platforms, but they realized the value that **API Gateway** could add, even to the legacy.



“Thus, the new architecture brought an important strategic differentiator by relying on **API Gateway**, hosted on **Amazon Web Services** (AWS). The platform serves external applications for customers and suppliers, and in support of the internal environment on-premises. Full coverage, with reduced latency and security risks.”

Romulo Maini completes.

How about letting our team bring solutions like this for your business?

Don't waste time.

Contact Us



The functionalities offered by the **API Gateway platform** positively impact the business because they simplify its control, through a single gateway. In this way, the IT and development team have gained significant management and productivity.

Efficient communication between microservices is essential for applications to work properly and, consequently, ensure a good end-user experience. **API Gateway** makes this gain possible.



Harvesting the Fruits of Transformation

Maine understands that more and more companies in the energy sector are realizing the importance of APIs to leverage and ensure competitiveness and sustainability. This perception generated good results for **Energisa**.

The restructuring of digital channels, in the wake of APIs, continues the executive, facilitated the company's approach to customers, engagement with the brand, generating ease, agility and simplicity in service, in line with the current requirements of the digital world. Today, Energisa has 3 million contacts through the **Energisa On App**, close to 2 million on the website, 850,000 through the Gisa chatbot and 334,000 through its totems.

Thus, from January 2020 to June 2022, services through digital channels jumped from 34% to 87%.

“Not to mention that today we have more than 100 million API requests every month and more than 70 APIs on our platform”.

Says Maine, who does not hide his satisfaction with the gains in the IT area.





“We have **300 developers** in the IT area who have benefited from the APIs. They provided more visibility to requests, agility in decision-making, alerts for abnormal behavior of APIs, among other features that generate productivity and facilitate the day to day of teams”.

He says, adding the gains for the business areas such as increased availability of services, incident monitoring and quick response to failures, application scalability, in addition to the mapping of requests by channel identifying the product version.

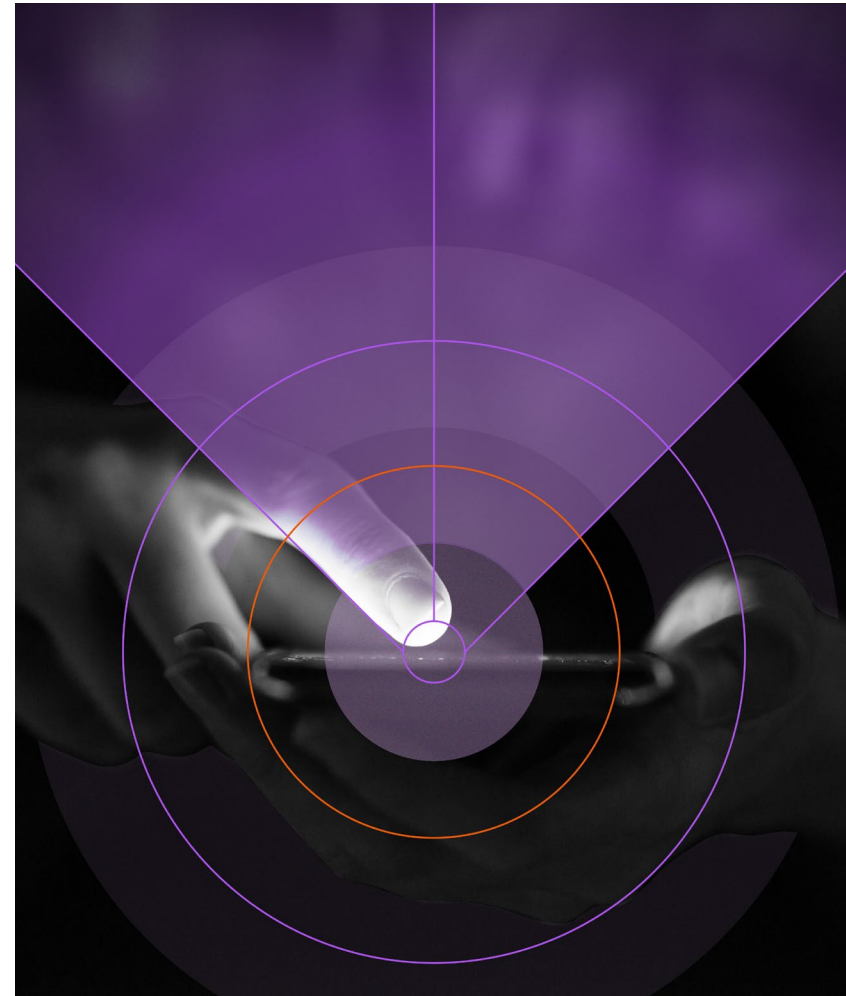
For the future, the executive anticipates that the “**Application Roadmap**” project is in the pipeline. According to him, the applications are being prepared for a future that is already knocking at **Energisa’s** door.

“To understand the business areas more deeply, involving business analysts, surveying functional gaps in applications and thus structuring the conversion of applications to bring even more value to the business”, he warns.

Sensedia's role

Sensedia simplifies enterprise architecture and integrations to improve business efficiency and flexibility. Sensedia's solutions go beyond API management, working in partnership to help customers do more, faster and better with APIs, microservices and their architecture. Whether leveraging legacy systems for open innovation within a modern platform, unlocking data with agile architecture, creating new customer digital experiences or expanding business models and partner ecosystems, Sensedia empowers its clients' businesses to become more adaptable, composable and connected

More at sensedia.com.



Connecting the efficient enterprise to business agility

For more success stories
like this one click here:

[Client stories](#)

How about letting our team bring solutions
like this to your business?

Don't waste time.

[Contact Us](#)

