

Request for Information (RFI) – Future Customer 360 Platform / Customer Information System (KIS)

1. Introduction

Tensio and Linea are Norwegian distribution system operators (DSOs), responsible for operating and maintaining the electricity distribution grid and ensuring reliable power supply to customers.

The two DSOs are conducting this Request for Information (RFI) to gain insight into market capabilities for modern Customer Information System (KIS) and Customer 360 platforms.

This RFI is part of an ongoing concept phase where the objective is to explore future solutions that can replace or complement the current KIS platform.

Tensio and Linea welcome responses both from vendors delivering complete platforms and vendors delivering specialized modules. Vendors may also collaborate or form partnerships to deliver a combined solution.

2. Background

Tensio and Linea currently operate a comprehensive KIS solution covering customer management, metering, billing, DLE*, and integrations with multiple internal and external systems.

The current solution has evolved over many years into a complex system landscape with high costs related to operation, licensing, and maintenance. There is therefore a need to explore alternative and more flexible approaches.

**What is DLE? The Local Electricity Inspectorate (DLE) is part of the public electrical safety system in Norway. It is responsible for inspection and supervision of electrical installations, equipment and companies, as well as providing guidance to customers on electrical safety, with the aim of reducing fire risk and accidents. [Det lokale eltilsyn](#)*

3. Purpose of the Project

The purpose of the project is to assess how the current KIS functionality can be decomposed into smaller, independent modules in order to enable greater flexibility and competition in future procurements.

The future solution should:

- Enable a complete Customer 360 view for both employees and customers
- Support efficient and automated customer processes
- Improve flexibility by allowing replacement of individual modules over time
- Reduce operational and licensing costs
- Ensure compliance with regulatory requirements
- Support future digitalization and innovation

4. Scope and Target Architecture

The project is exploring a modular architecture where the current KIS system is decomposed into separate functional components.

The future solution is expected to include (but is not limited to):

- CRM (customer, asset owner, meter, consumption, communication)
- Metering and settlement
- Billing and financial integrations
- DLE (inspection planning and execution)
- Communication services (SMS, email, templates)
- Calendar and scheduling
- API-based integrations between modules and external systems
- Support for AI capabilities

The solution should be cloud-based and support integration in a multi-vendor ecosystem.

5. Purpose of this RFI

The purpose of this RFI is to:

- Gain insight into available solutions and capabilities in the market
- Explore modular and flexible solution architectures
- Understand how vendors support Customer 360 concepts
- Gather input to support a potential future RFP process
- Learn from best practices and relevant industry experience

6. Questions to Vendors

The questions below are derived from identified needs across multiple functional areas within Tensio and Linea and are intended to be applicable across the overall solution scope.

Vendors are invited to provide high-level responses to the following:

6.1 Solution Overview

- Describe your solution and its main capabilities.
- How does your solution support modular architecture?

6.2 Functional Coverage

- Which functional areas are covered?
- How are customer, metering, billing, and communication processes supported?
- How does your solution support the use of AI capabilities?

6.3 Architecture and Integration

- Describe your integration capabilities (APIs, event-driven, etc.).
- How does your solution support interoperability in a multi-vendor setup (e.g. integration, data exchange, and communication between systems)?
- How does your solution support replacement of individual modules without major impact on the overall architecture?
- How does your solution support communication with public authorities to meet compliance requirements (e.g. reporting and data exchange)?
- How does your solution support master data management, including data consistency, ownership and governance across modules?

6.4 Technology and Deployment

- Describe your cloud strategy (SaaS/PaaS).
- Describe the scalability and availability of your solution.
- How does your solution handle large volumes of data and historical data?
- How does your solution address GDPR requirements and ensure compliance with relevant regulations (e.g. data protection, privacy, and security)?
- How does your solution support access management, including role-based access control and authorization across modules and systems?

6.5 Implementation Approach

- Describe your typical implementation approach.
- Describe key success factors for implementation.

6.6 Experience

- Describe your experience from utilities or similar industries.
- Provide relevant reference cases.

7. Input from Functional Areas

High-level summaries from internal functional areas within the organizations are provided below to give context to key needs and priorities.

Customer and Market

The Customer and Market area emphasizes the need for user-friendly systems that provide a comprehensive overview of customer interactions and accurate technical data. There is an increasing need for customer self-service through dedicated portals, enabling users to manage their own cases and access relevant information efficiently. Key requirements include seamless integration between customer service platforms and technical systems, as well as structured case handling with status tracking and escalation. The solution should consolidate customer information across systems, providing a clear 360° view to support efficient first-line dialogue. Additionally, automation of manual processes and easy access to customer data are essential.

Metering

Metering operations require integration with existing systems and infrastructure to ensure reliable technical reporting and efficient asset data management. The area faces challenges related to limited reporting capabilities and manual data entry. The solution should support maintenance planning, component status, and documentation of qualities. In addition, there is a growing need to manage time series data throughout the entire value chain, including maintaining version history for customer dialogue and analysis. Future needs include the ability to handle increasing data volumes and automation.

Billing and Finance

Billing and Finance require comprehensive solutions for invoicing, tariff management, and regulatory reporting. The main challenges involve system integration, particularly with other systems, and automation of manual processes. Essential features include efficient handling of customer data and authorizations, automated workflows, and robust reporting to authorities. The solution must support new payment methods, ensure compliance with regulatory changes, and maintain accurate customer and account data. Flexibility and easy access to customer and financial data are critical for future needs.

DLE / Inspection

The DLE / Inspection area requires systems capable of extracting relevant inspection data and improving the quality of customer and property information. Key functionalities include tailored risk assessments, compliant case management, customizable templates, and mobile solutions.

IT / Architecture

The IT and Architecture area focuses on modular, cloud-first solutions with strong API integration, zero trust principles, and least-privilege access. The solution must support reliable

reporting, efficient data management, and seamless upgrades with minimal downtime. Current challenges include data quality and modularity, with future needs centered on predictable cloud costs, timely delivery of regulatory changes, and improved system performance. The architecture should support digitalization and evolving business needs, with data hosted within the EU or NATO (preferably in Norway), and compatibility with existing Azure integration platforms.

8. Response Format

- Responses should be high-level and descriptive
- Detailed technical specifications are not required
- Maximum 25 pages
- Response language: English/Norwegian

9. Timeline

- RFI publication: 01.07.2026
- Deadline for questions: 15.09.2026
- Submission deadline: 22.09.2026