



# Embracing technology to meet growing demand

With more and more customers requiring quotes for the installation of PV systems, how can advancements in digital software help increase efficiency throughout the process, from lead qualification, through consulting and planning to sales? PES explores some of the latest options available from Eternity.



handling this boom and fitting the systems.

With demand increasing exponentially even since the beginning of 2022, installers and energy companies alike are quickly realizing that their current processes cannot keep up. The problem can be solved with automation, enabling the prequalification of requests in an efficient and customer-friendly way.

This increased and sustained demand is also driving this sector of the market further towards a much greater reliance on technology and digital software. Eternity's software, for example, streamlines the day-to-day administrative work, providing an opportunity for orders to be closed by non-expert staff, for an improved customer experience.

The company's Solar Calculator enables its customers to pre-qualify the huge number of requests they get each day and enables end users to clearly and concisely understand the financial benefits of a PV system.

The calculator features a digital consultation service that can be accessed from anywhere at any time and is tailored to the customer's specific needs. By processing the necessary details, the tool can provide all the information needed, in easily understandable graphics, that would normally be explained in an initial personal consultation.

Such technology makes planning a straightforward process as well. Many installers and energy suppliers are leaving the difficult manual work behind and integrating the Eternity Solar Expert as a complete package with the Solar Calculator.

Ultimately, this enables completely automated work from lead generation, through consulting and planning, to sales. Eternity Expert is connected to the Solar Calculator, so that customers can seamlessly and easily plan the system while at the same time creating customer-friendly quotations within five minutes.

The simple structure of Eternity Expert makes it possible to quickly on-board people from non-pv industries, who then make the offers and interpretations. This is an important and useful feature for companies that want to grow and cope with the workload at a time when there is a shortage of skilled workers.

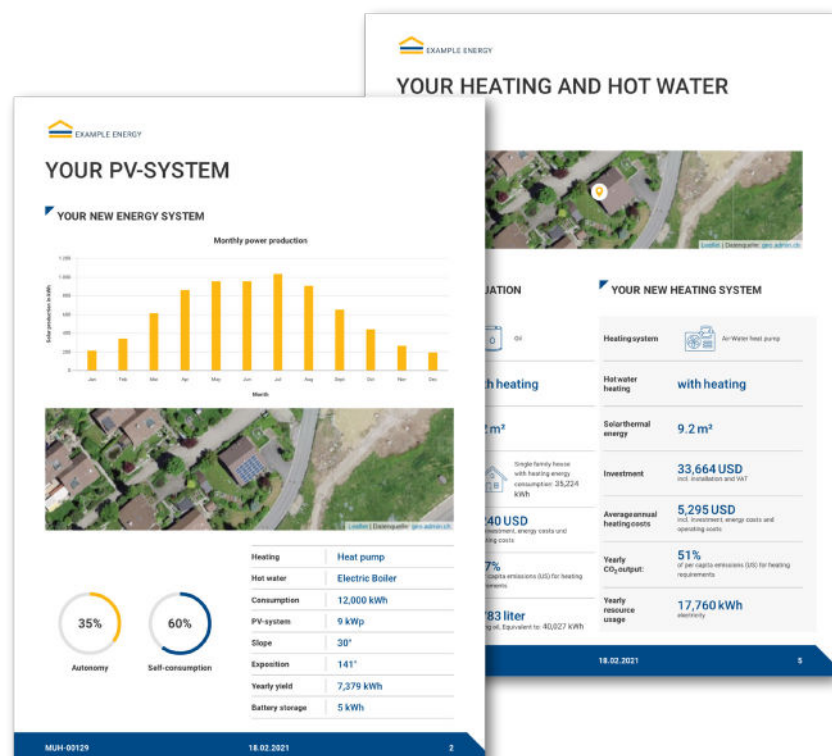
Eternity Expert aims to simplify the process of planning renewable energy systems. While many companies still use a variety of tools for the different steps of planning a PV system, such as the technical design, PV layout, economic calculations and the creation of the quotation, all of this can be done with Eternity Expert in a few simple steps. This can reduce the time needed for planning by around 80%.

By cutting down on the time spent on quotations and planning in this way, not only are customer enquiries dealt with efficiently, reducing the risk of them seeking help elsewhere, but costs can also be kept under control. It will also reduce your cost structure, compared to your competitors. While the demand for renewable energy systems is increasing the price of components like PV modules and heat

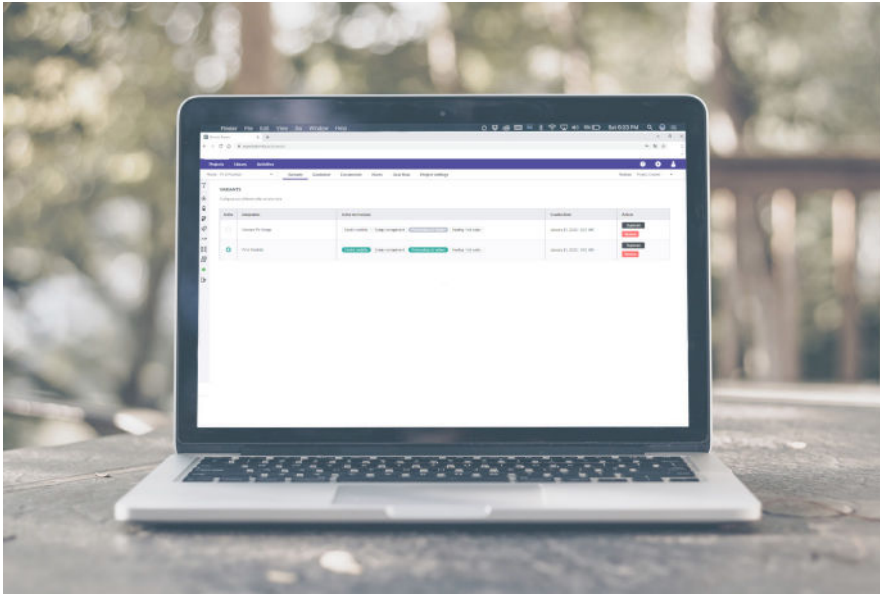
As fossil fuel prices rise and geopolitical tensions remain, the energy mix is diversifying, with the photovoltaic (PV) market witnessing rapid growth. According to a recent IEA report, annual additions to the world's renewable electricity capacity could reach 453 GW by 2026. Solar PV accounts for the largest share and could well exceed 180 GW realistically.

The reason for this growth in PV in particular can be attributed to manufacturers looking for supply solutions with controlled costs. The volatility of the wholesale electricity markets has accelerated the requirement for self-consumption photovoltaic solar energy, enabling electricity to be produced at a controlled cost over a long term.

While much positivity can be taken from this growth, it is not without its challenges and particularly so for the installers and the energy companies faced with the task of







pumps, the time spent on consultation and sales do not have to increase. In fact, this significant growth in demand for renewable energy systems, combined with a limited supply puts the supplier in a favorable position. That potential can be leveraged with technology to reduce the share of consulting and sales costs in the total cost of a PV system.

And as the push towards green energy for our homes and lifestyles continues, this technology enables the same platform to be used for combining a PV system with a heat pump and a charging station for an electric car. This sector coupling is an important feature as the world seeks to become independent of fossil fuels and significantly reduce its CO<sub>2</sub> emissions.

Eternity's goal from the outset has been to accelerate the transition to renewable energies, so it didn't stop when it established its solution for solar systems. Instead, the company firmly believes that the electricity generated from PV systems and other renewable sources should also be used to heat our homes and power our transportation systems.

With governments worldwide setting ambitious goals for the expansion of PV systems, the current boom is far from over. Currently, photovoltaics is the most competitive energy, and its profitability continues to grow as the technology evolves and the costs associated with economies of scale decrease. The cost of solar panels, for example, has fallen by more than 90% in the last ten years, and new innovations continue to bring about ever more efficient components.

However, to really make the most of this growth and achieve these plans, the industry has to overcome the challenges that come with such rapid and potentially prolonged growth. In terms of the PV

systems themselves, the technology behind them is already very mature. However, the processes that are needed to sell and install the required number of systems still have a

lot of potential that needs to be exploited in the future.

For Eternity, the work has already begun, with its Solar Calculator and Eternity Expert software helping to make significant headway. Eternity products are popular, with an on-boarding time of just two weeks and offers taken 80% less time to create.

As the PV market changes, so is customer behavior. The prospective customer of a photovoltaic system no longer wants pure customer advice, but a customer experience. This latest technology makes this possible, by automating and standardizing the workload behind consulting, planning and preparing the offers, simplifying the everyday work of installers and energy suppliers, and significantly increasing the implementation rates.

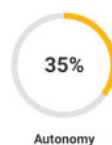
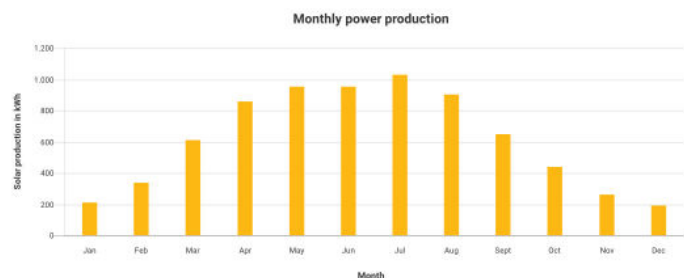
Eternity's focus now is very much on creating and introducing even smarter software that embraces the potential for and advantages of sector coupling, helping to reduce costs and increase efficiency as the PV market and the solar industry booms.

[www.eternity.com](http://www.eternity.com)



## YOUR PV-SYSTEM

### YOUR NEW ENERGY SYSTEM



Heating	Heat pump
Hot water	Electric Boiler
Consumption	12,000 kWh
PV-system	9 kWp
Slope	30°
Exposition	141°
Yearly yield	7,379 kWh
Battery storage	5 kWh