



Fueling Customer Success

Pilgrim Propane

Pilgrim Propane is continually seeking new ways to save time and money while delivering the highest quality of customer service. To avoid time-consuming manual data processing and free up its staff to focus on business growth, the company turned to the experts from PDI Propane and Commercial Fueling (heritage Blue Cow Software).

Propane and Commercial Fueling Solutions

Pilgrim Propane implemented the PDI Propane and Commercial Fueling Customer Portal to:

- Streamline customer account access
- Simplify orders and deliveries
- Facilitate a paperless environment

Challenge

- Reduce the amount of time spent on repetitive, daily management tasks
- Modernize ordering, delivery, and payment processes to meet customer expectations

Solution

- A web-based portal for customers to easily manage their own accounts
- Seamless integration between the customer portal and back-office systems

Results

- Minimized incoming phone calls for fuel orders, payments, and delivery questions
- Enabled customers to self-serve for a variety of account services
- Improved data accuracy and retention to reduce risk



Pilgrim Propane has gained an impactful business advantage over competitors that still use manual processes and paper documents.

Modernizing for a Competitive Advantage

Pilgrim Propane has been in the heating business serving both residential and commercial customers in the South Shore of Massachusetts for over 25 years. The company focuses on providing high-quality and affordable propane delivery, services, and installations. To modernize its business operations, Pilgrim Propane wanted to:

- Give its customers more options to manage their accounts through a custom web portal
- Automate manual processes to reduce costs and improve quality of service



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Improving Customer Engagement and Service

Like many small businesses, Pilgrim Propane realized that it was spending a growing amount of time answering calls, processing emails, and dealing with other customer inquiries. To automate some of that workload and free up staff for strategic projects, the company implemented a web-based customer portal directly integrated with its back-office ERP systems.

Now customers can log in online, manage their account, and request services or make payments with just the click of a few buttons. With its digital transformation, Pilgrim Propane has gained a distinct advantage over competitors that still rely on legacy systems and processes. In fact, the new customer portal:

- Helps eliminate error-prone paper processes
- Simplifies and enhances the customer experience
- Provides a new way to promote the business and attract new customers



Customers can request service work and tune-ups on heating equipment, as well as sign up for service contracts and special pricing plans through the web portal.



Customer Results



Automated repetitive, manual, and time-consuming processes



Enhanced the customer experience with a best-in-class web portal



Improved data accuracy to reduce errors and business risk



Seamlessly integrated back-office and web functions



A software solution designed specifically for our industry saves us a lot of time and gives our customers a much better experience.

- Pilgrim Propane

Learn more about PDI Propane and Commercial Fueling Solutions.

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