



Modernizing with Mobile App Technology

Arrick's Propane

As a family-owned propane provider with nearly 100 employees, Arrick's Propane operates across the tri-state area of Ohio, Kentucky, and West Virginia. With such a widespread delivery area, the company believed it could gain a competitive advantage by optimizing its operations to deliver the best possible customer experience.

Propane and Commercial Fueling Solutions

Arrick's Propane deployed the PDI Propane and Commercial Fueling Customer App to:

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

Challenge

- Keeping pace with customer expectations for a modern user experience
- Streamlining business operations by automating tasks and integrating IT systems

Solution

- A mobile phone app for customers to easily manage their accounts
- Consolidation of multiple apps and back-end databases into an integrated solution

Results

- Enhanced customer experience with self-service flexibility and real-time information
- Automated processing of orders, deliveries, and payments to minimize workload



Arrick's Propane has eliminated hundreds of phone calls and emails regarding customer account information.

Giving Customers What They Want

During its 70-year history, Arrick's Propane has grown to include over 45 delivery bobtails, three semi transports, seven retail offices, and 12 satellite bulk plants. Managing such a widespread operation has required a continual transformation with the latest digital innovations. To maintain its competitive edge, Arrick's Propane needed to:

- Differentiate its business by modernizing how it interacted with customers
- Simplify service requests, orders, deliveries, and payments



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Optimizing Operations in Real Time

As the company had grown, Arrick's Propane realized it was managing multiple customer-facing apps, each with its own back-end database. To avoid redundancy and IT complexity, the company decided to deploy the PDI Propane and Commercial Fueling Customer App.

The customer-focused mobile phone app is custom-built for the propane and fuel industry. Customers simply download the Arrick's-branded app to their iPhone or Android device to order fuel, request service, track delivery history, make payments, and complete other tasks.

The ROI value has been significant, with the mobile app:

- Giving customers the flexibility to engage on their own terms and timeframe
- Automatically exporting data directly to an integrated back-office ERP system
- Keeping the company up to date with the latest trends and technologies



Customers can engage with Arrick's Propane from anywhere at any time through the Arrick's-branded mobile app.



Customer Results



Improved the customer experience with up-to-the-minute account information



Simplified IT operations through a single integrated solution



Eliminated multiple manual processes and minimized paperwork



Optimized deliveries to increase efficiency and reduce waste



Our expertise is propane, not IT systems. The PDI mobile app frees us up to make sure our customers get exactly what they need.

- Dave Gullett, Arrick's Propane

Learn more about PDI Propane and Commercial Fueling Solutions.

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