



# Delivering Real-Time Communications

## Rick Wenzel Oil

With over 40 years of experience, Rick Wenzel Oil has set the standard for local, family-run businesses in the Greater Manchester, New Hampshire area. When the company realized it needed to modernize its delivery operations, it called on the experts at PDI Propane and Commercial Fueling (formerly Blue Cow Software).

### Propane and Commercial Fueling Solutions

Rick Wenzel Oil deployed the PDI Propane and Commercial Fueling In-Truck (formerly Ignite Mobile) solution to:

- Reduce paper-based processes
- Streamline fuel routing and deliveries
- Improve the standard of customer service

### Challenge

- Complexity in keeping drivers updated on delivery schedules
- Inefficient paper-driven processes that were resource-intensive and subject to error

### Solution

- A digital in-truck solution that enables seamless communication with drivers
- Simplified collaboration via tablets that supports dynamic decision making

### Results

- Elimination of dozens of paper tickets on a daily basis
- More efficient delivery routing, which saves time and avoids vehicle wear and tear

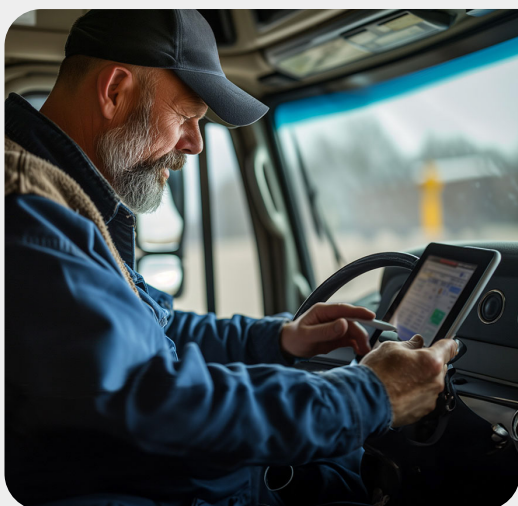


Rick Wenzel Oil has eliminated the need for paper tickets and manual posting of fuel deliveries.

## Streamlining Orders and Deliveries

Having served both residential and commercial accounts in Southern New Hampshire for decades, Rick Wenzel Oil prides itself on delivering the highest level of customer service. When legacy systems and paper processes threatened to impact that standard, the company realized it was time to modernize its dispatch, routing, and delivery operations. To achieve that goal, the company:

- Overhauled the systems that manage its fleet and driver schedules
- Implemented a tablet-based platform to communicate with drivers in real time



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## Focusing More on Customer Service

Offering its fuel customers flexible delivery services, 24-hour emergency response, and a wide range of installation and maintenance options, Rick Wenzel Oil depends on the right IT systems to keep everything running smoothly. As the business has continued to expand, the company realized its operations had become increasingly complex to manage.

In particular, dynamic delivery schedules and in-field driver communications had strained the company's staff. To overcome those challenges, the company turned to PDI Propane and Commercial Fueling in its search for a modern in-truck solution.

Since installing the tablet-based platform, Rick Wenzel Oil has:

- Reduced waste and cost across its delivery operations
- Given its drivers a best-in-class tool to work more effectively



Drivers now receive real-time delivery schedule updates in the field, optimizing time and resources while reducing waste and costs.



## Customer Results



Improved delivery success rates and customer satisfaction



Modernized business operations with best-in-class software



Reduced vehicle and driver time on the road



Eliminated multiple manual, paper-driven processes

I find that the workflow with the PDI in-truck solution [formerly Ignite Mobile] has made my daily work much easier and has saved lots of time.

- Jeff Wenzel, Rick Wenzel Oil Company

Learn more about PDI Propane and Commercial Fueling Solutions.

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