



# Streamlining Fuel Deliveries

## Stringer Oil and LP Gas

Stringer Oil and LP Gas has served both commercial and residential fuel customers in South Carolina for over 60 years. When the company decided to modernize its software and streamline its delivery operations, it tapped into the experts at PDI Propane and Commercial Fueling (formerly Blue Cow Software).

### PDI Propane and Commercial Fueling Solutions

Stringer Oil and LP Gas deployed the PDI ERP (legacy Blue Cow Ignite) solution to:

- Modernize its technology foundation
- Consolidate forecasting, ordering, and delivery operations on a single solution
- Increase efficiency and save money it could reinvest in the business

### Challenge

- Outdated technology that was causing delivery and backtracking issues
- Complex, manual processes that consumed valuable time, resources, and money

### Solution

- PDI Propane and Commercial Fueling ERP solution
- A single integrated back-office and delivery solution for all business operations

### Results

- Simplified processes by automating tasks and minimizing the need for phone calls
- Improved customer service by empowering drivers with easy-to-use tablet-based solutions
- Reduced backtracking by 90%



Stringer Oil and LP Gas has reduced backtracking by 90%

## Starting Small and Moving Quickly

The ability to streamline its operations from forecasting to ticket creation, dispatch, delivery, and invoicing was a top priority for Stringer Oil and LP Gas. The customizable PDI solution has enabled it to start simply before activating more advanced capabilities when needed. The integrated PDI ERP and tablet-based In-Truck solution has helped make everyone in the company more productive from day one.

In particular, real-time data sharing and full-circle communications have:

- Simplified driver and delivery tasks
- Increased efficiency to improve customer service
- Reduced back-office workloads



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## Boosting Efficiency to Free Up Resources

According to Reagan File Bonnette, President of Stringer Oil and LP Gas, the PDI solution helps her stay aware of what's happening across the entire business. She says, "Having data at my fingertips allows me to complete almost any type of report in seconds, so that's unbelievably helpful."

That efficiency also extends to when she's away from the office. "I can remotely access our system to instantly check status updates or address any issues that come up," Bonnette adds. "That wasn't possible with our previous system."

Drivers also have more self-service capabilities so they can view details about a customer account, such as whether there's a gate code, a service change, or a billing issue.

They can add notes or make recommendations directly from the field—minimizing the number of delivery-related calls Bonnette has to manage. She states, "Not having to be on the phone all day is a huge value, and it gives us more time to focus on customer service."



Auditing projects that previously required five to six days now take just minutes.



## Customer Results



Significantly reduced the number of incoming phone calls



Leapfrogged key competitors through technology upgrades



Increased driver efficiency to handle more deliveries



Automated reporting to handle previously complex tasks in just seconds



As a small business, we knew technology was changing fast and we had to move forward. The streamlined technology keeps us ahead of the competition.

- Reagan File Bonnette

Learn more about PDI Propane and Commercial Fueling Solutions.



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