

Budget Propane

Implementing paperless processes



Budget Propane
Canada
www.budgetpropane.com

Leading Canadian propane distributor goes paperless to improve business efficiencies.

Budget Propane offers bulk and cylinder propane delivery services in the Quebec and Ontario Canada provinces. For Budget Propane, operating to the highest standards of installation compliance, quality workmanship and complete customer satisfaction, are well-established values, shared by employees and partners.

Budget is recognized as a leader in the field for exceptional service, qualified and dedicated personnel, and high-performance installations and equipment. These factors lead to a commitment to consistently be on the leading edge of technology, with a mission to always deliver exceptional service to achieve complete customer satisfaction.

Challenge

Serving a client base in the Quebec and Ontario provinces creates a unique challenge in that many clients are fluent in both English and French. In order to serve all of their clients, Budget needed a propane delivery management software solution that not only reduced the amount of paper they used, but could do so with the ability to support both languages.

“We’re always looking for ways to meet the specific needs of our customers and to do it in the most effective, innovative way possible,” explained Richard Charbonneau, Budget Propane General Manager.

Goals

- Reduce operational costs by reducing paper usage.
- Operate in both English and French.
- Improve company image and enhance customer service.
- Automate invoicing and remittance slips.



Challenges

- Add wireless connectivity for drivers
- Incorporate additional automation technologies
- Provide accurate, real-time data to clients

Solution

- **GasPac** software
- **HyperDocs** software
- **SmartPaper** software

Benefits

- Real-time data relayed directly from the drivers to the back office
- Wireless communications

Solution Implemented

Specifically designed for the propane industry, the **GasPac** propane delivery management software solution provides an automated service for Budget to reduce costs and increase efficiencies. On-site invoicing and payment, paperless records management, electronic signature capture, and optional GPS monitoring integrates directly with the back-office system – all while allowing the driver to operate in the language of his choice. Budget drivers can also produce tickets in the language preferred by each individual customer.

Additionally, with the TouchStar SmartPaper program, Budget drivers produce tickets with a custom design featuring their branding, matching the design of their back-office documents.

Results

“We feel this ‘bold new face’ will serve us well, building upon our already established reputation for professionalism and excellent service,” said Charbonneau. “We’re convinced our customers will perceive the new look in the field as an added value.”

“The ability to toggle between English and French to allow invoices to be printed in the language that suits each specific customer is a brilliant feature and has become a fundamental aspect to Budget Propane remaining a leader in our field for outstanding service.”

For more information:

touchstargroup.com



TouchStar is a multinational logistics and workforce automation company whose mobility software and systems transform business productivity in the Oil & Gas, Field Service, Transportation, and Consumer Goods industries. Our solutions comprehensively manage the challenges associated with workforce planning, optimization, and compliance through to fleet and field administration management.

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