



GSI a “Critical Extension” of Eastern Propane & Oil Team



A full-service propane and oil company serving customers in New Hampshire, Maine, Massachusetts, Rhode Island, and Vermont, Eastern Propane & Oil has been family owned and operated for over 90 years. Founded in Danvers, Mass., in 1932 by the Clement family, it provides 24/7/365 service and uses the best delivery technology available.

Eastern has experienced steady growth since inception and is a household name in the communities that it serves. Today it's one of New England's largest propane gas retailers.

Supporting a Growing Family

A JD Edwards user since 2011, the company has partnered with GSI, Inc., to optimize its software investment and add new capabilities along the way.

“GSI has been an integral part of our success with Oracle’s products, our growth and the ongoing maintenance for our systems,” said Mark Stone, Vice President, Information Services. Most recently, GSI helped Eastern streamline its customer billing and payment process, which was previously handled with a combination of PDFs, email and "snail mail."

CONTINUED ON NEXT PAGE >>

“We were really pleased with how the project went. The cost of the project was right where we expected it to be, and the results are exactly what we wanted, so much so that our customer service folks are already working on their list of enhancements for next year. GSI is a critical extension of our team.”

Mark Stone,
VP, Information Services



info@getgsi.com | (855) 474-4377

Case Study: **Eastern Propane & Oil**

"We offer our customers a number of different payment instruments and tools, with one of our most popular being our annual pre-buy agreements," Stone explained. "With energy prices fluctuating right now, for example, customers are eager to "lock in" rates for 12-month periods and then pay an equal amount of money for the propane or oil over that period of time."

Previously, those customers would call Eastern's customer service department which, in turn, would send out the related information via email. The customer would open the message, download the attached agreement in PDF format, print it out, sign it and then either scan and email it back—or send it back to Eastern via snail mail.

This multi-step process was time consuming and required a lot of manual work, both on the part of Eastern's customer service and accounting teams, and its individual clients. GSI stepped in and customized JDE so that customers can now sign their agreements electronically

The Solution

Using Microsoft Power BI, a robotics process automation (RPA) tool, GSI created a customization by which the PDF is generated by JDE and then fed into Power BI, which uses optical character recognition (OCR) to read the email address and all of the pertinent information.

The document is then sent to Adobe Sign, which tracks the signing of documents and alerts Eastern when the documents have been executed. Power BI then captures the signed document and sends it

[CONTINUED ON NEXT PAGE >>](#)

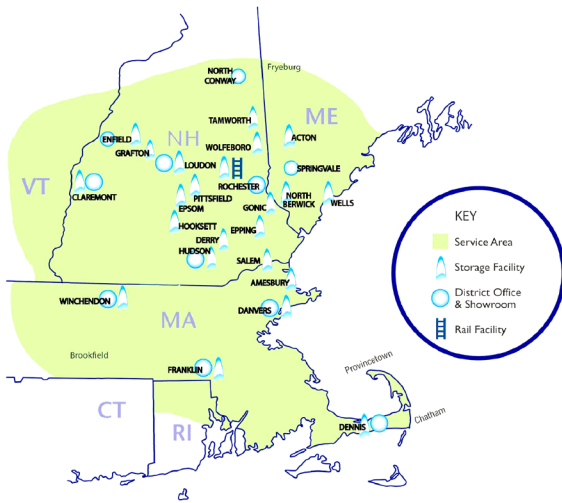


"GSI has been an integral part of our success with Oracle's products, our growth and the ongoing maintenance for our systems."

Mark Stone,
VP, Information Services

COMPANY SNAPSHOT

Company:	Eastern Propane & Oil
Location:	Rochester, NH. USA
Industry:	Imaging Products Wholesaler
Employees:	180+
Products & Services:	Propane and Oil supplier with technology, facilities, and delivery systems to deliver product and exceptional service to residential, commercial and industrial customers. Maintains multiple sources of supply and a combined fuel storage of over 3 million gallons
GSI Solution:	Customized Microsoft PowerAutomate project to automatically sync data between various Eastern business groups and its ERP system Oracle JD Edwards



back to JDE.

This process has removed all of the “hands on” work required to process Eastern’s customer agreements. It has also improved the accuracy of those documents and lets the company easily see which contracts are outstanding and in need of attention. As soon as the documents are signed, the records in JDE are updated immediately, giving Eastern full visibility into its new and ongoing customer contracts.

Today, they simply call customer service to receive an email with a link that takes them to the contract for signing. “It speeds up the whole process,” said Stone, “and makes it a lot more convenient both for us and for our customers.”

“GSI is a Critical Extension of Our Team”

With the cost of fuel increasing, pre-buy contracts are very popular among Eastern’s customers right now. With its new system in place, the company can readily manage the onslaught of new contracts and help streamline the process for its customers, who no longer have to download PDFs or return their contracts via snail mail. The company is also saving on postage costs (both ways), reducing its use of paper and freeing up its team members to focus on more important tasks than opening envelopes and entering data into its ERP.

“The whole process is completely automated,” said Stone. “Once the customer service reps send the email, they can be confident knowing that if the customer signs it, they should be good to go on day one of their pre-buy agreement.”

Stone credits GSI with helping the company simplify and automate this important aspect of its business and said the company’s deep understanding of JDE’s capabilities—plus its integrations with applications like Adobe—made for a smooth implementation process.

“We were really pleased with how the project went. The cost of the project was right where we expected it to be, and the results are exactly what we wanted, so much so that our customer service folks are already working on their list of enhancements for next year,” said Stone. “GSI is a critical extension of our team and we will definitely be working with them in the future.”

Why GSI?

Get GSI for integrated IT platforms

- ✔ See your entire business at once
- ✔ Connect all parts of your company
- ✔ Establish common IT language with your customers