



Eastern Propane and Oil Counts on GSI's AppCare Managed Services



Propane & Oil Since 1932

The Company

Founded in 1932 and headquartered in Rochester, New Hampshire, Eastern Propane is a full-service propane and oil company with customers in New Hampshire, Maine, Massachusetts, Rhode Island, and Vermont. As a family-owned business for more than 80 years, Eastern Propane's focus is to provide high-quality, cost-effective, and reliable energy solutions to over 85,000 residential and commercial customers.

The Challenges

With a small IT staff responsible for supporting many solutions, Eastern Propane required assistance managing the many complexities of their JD Edwards system. These tasks included package builds and deployments, package maintenance, installation of ESUs, helpdesk support, troubleshooting, database support, daily system health checks, data refreshes, database support and many other tasks. The solution needed to be scalable, redundant and cost-effective, with support available 24-7/365. Eastern Propane did not have the internal resources with the necessary training to manage the system and could not justify hiring multiple employees to complete the various tasks.

"For a smaller company stepping up to a fully integrated Tier 1 ERP system and all the complex components required to support it, having a single partner that provides 24/7 support for our database as well as our CNC has been invaluable."

Mark Stone
Vice President of Information Services
Eastern Propane & Oil



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

Case Study: **Eastern Propane & Oil**

COMPANY SNAPSHOT

Company:	Eastern Propane
Location:	Headquarters: Rochester, NH, USA
Founded:	1932
Industry:	Oil and Gas
Products & Services:	<ul style="list-style-type: none">• JD Edwards EnterpriseOne• Platform: HP, Hardware, VM, HP Blade System/Dell SAN, Oracle Linux• Database: Oracle DBMS

The Results

Initially Eastern Propane engaged with GSI to assist with the technical implementation of JD Edwards EnterpriseOne. Subsequently, GSI has been providing ongoing CNC and Database managed services through its AppCare managed services program to help support Eastern Propane's EnterpriseOne system.

GSI manages the various facets of the system with its deep and experienced bench of consultants, 24-7/365. Eastern Propane is able to scale the resources up or down as needed, providing flexibility and cost-effectiveness. "For a smaller company stepping up to a fully integrated Tier 1 ERP system and all the complex components required to support it, having a single partner that provides 24/7 support for our database as well as our CNC has been invaluable. We consider our GSI resources an extension of our core team – I can't imagine having the continuity of service and peace of mind that it provides without having GSI there for both services," stated Mark Stone, Vice President of Information Services.



For more information:

Contact us today to learn more. You can also [email us](#) or call (855) 474-4377.

GSI, Inc.

GSI is a forward-thinking organization that aligns and optimizes your digital footprint with your business goals. We combine our deep business and industry experience with our expert knowledge of enterprise applications, automation, cloud and cybersecurity to deliver secure and flexible systems that allow your business to thrive and not just survive.“

GSI's comprehensive suite of solutions includes:

AppCare, a 24/7 managed service that includes

EaaS with flexible “on-demand” services and dynamic

pricing; GENIUS AI, an Application Intelligence Platform

(AIP) for creating application health and user experience

monitors; GENISYS, a solution for optimizing system performance;

RapidReconciler®, its inventory reconciliation software; GENOME, which automatically

Detects, aNalyzes and Automates the process of converting customizations into

Orchestrations; and GatewayNow, low-cost, accelerated

time-to-value ITSM solution using the industry-leading ServiceNow platform in a

fully managed environment.

GSI consulting and managed services are backed by its signature 100 percent

guarantee. Founded in 2004, the rapidly growing company is headquartered in

Atlanta with worldwide resources. With over 100 employees, GSI consultants average

over 15 years of real-world experience and are certified experts in business, industry,

and enterprise applications. GSI provides comprehensive 24/7 global support.



Why GSI?

“We consider our GSI resources an extension of our core team – I can't imagine having the continuity of service and peace of mind that it provides without having GSI there for both services.”

*Mark Stone
Vice President of Information Services
Eastern Propane & Oil*