



Case Study

Optimizing Customer Experience and Operations with KloudGin: the Gas Authority's Transformational Journey



About the Gas Authority

As the largest non-profit natural gas joint action agency in the United States, the Gas Authority (also known as the Municipal Gas Authority of Georgia) serves over 250,000 customers across Georgia, Alabama, Florida, Pennsylvania, and Tennessee.

The Gas Authority helps its member states provide their customers and communities with safe, clean, reliable, and cost-effective natural gas. Their business unit, Natural Gas Connection (NGC), enhances the customer experience by simplifying the purchase and installation of natural gas appliances.

The Challenge

The Gas Authority wanted to enhance customer satisfaction and generate additional revenue streams for the members it serves with a comprehensive beyond-the-meter solution. As customers often struggled with finding licensed installers for their appliances, the Gas Authority, under the banner of NGC, wanted to create a seamless, one-stop shopping experience where customers could both browse and purchase products and also have the ability to schedule installations of natural gas appliances.

To achieve this, they needed a robust logistics framework supported by a highly automated e-commerce platform. This platform needed to integrate with inventory systems and third-party installers for real-time availability, scheduling, and work order management.

The Solution

KloudGin provided the Gas Authority with a unified beyond-the meter solution that delivered a fully automated online shopping experience for its customers. KloudGin's solution enabled a Shopify integration that automated inventory checking, provided seamless contractor scheduling, and delivered powerful mobile workforce management.

Real-time integration with financial software Sage Intacct enabled the Gas Authority to automate daily procurement processes, including generating vendor purchase orders and managing the customer database, inventory, and pricing data.

The Solution

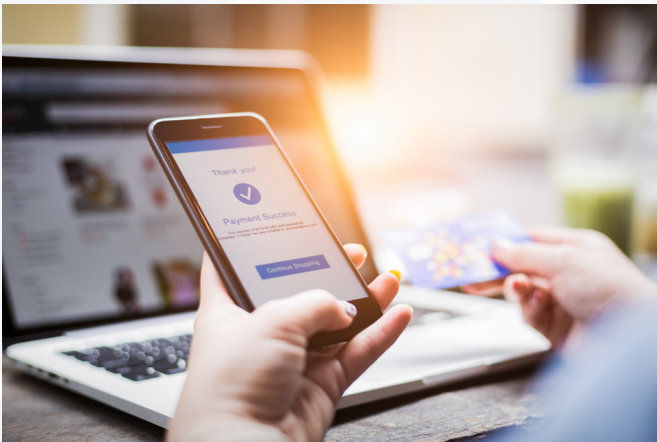
With KloudGin's mobile app, contractors gained the ability to easily manage scheduling and dispatch; coordinate installations with field crew access to work orders on-the-go; and effortlessly obtain electronic signatures from customers.

KloudGin delivered the Gas Authority utility-grade security by setting up multi-layered security around its mobile application and restricted unwanted traffic through AWS Virtual Private Cloud Autoscaling groups and the Layer 7 Web Application Firewall.

Through integrations with Shopify and Sage Intacct, KloudGin's Field Service Suite and mobile app also enabled the Gas Authority's customers to shop for natural gas appliances on the NGC e-commerce website and select their preferred installation time slots.

Conclusion

KloudGin's integration revolutionized the Gas Authority's operations by implementing a robust beyond-the-meter solution that delivered seamless scheduling and a smooth online shopping experience for customers. It empowered the utility to enhance service delivery and generate new revenue streams securely, and also improved efficiency and customer satisfaction with enhanced inventory management.



Solution Components

- KloudGin Work Management
- Beyond the Meter Solution

Results

- Delivery of a fully automated online appliance shopping experience with Shopify and Sage Intacct integrations
- Implementation of an automated inventory checking and on-demand procurement process
- Enabled seamless scheduling of contractors for 430 appliance and gas line installations)



Connect with the KloudGin team to learn more.

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