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HAWAIʻIGAS THE CLEAN ENERGY COMPANY | zensar

Hawai'i Gas Sets the Stage for Success; Focuses on Elevating Customer Experience

Case Study

An RPG Company

Overview

Revolutionizing utility services through cloud innovation

Hawai'i Gas, the only government-franchised gas utility in Hawai'i since 1904, plays a vital role in manufacturing and distributing synthetic natural gas (which includes hydrogen and renewable natural gas in the fuel mix), along with propane, for utility and non-utility clients across the Hawaiian Islands. With an extensive infrastructure and a skilled statewide workforce, it provides cleaner, cost-effective energy to residential, commercial, and industrial customers through piped gas and tanks.

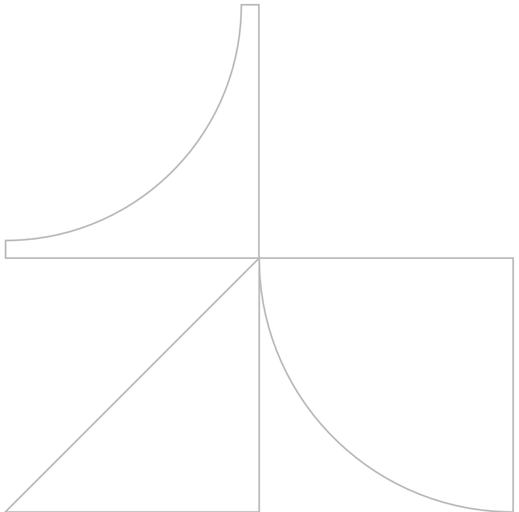
Having implemented Salesforce in 2016, Hawai'i Gas sought end-to-end contract lifecycle management. Collaborating with Zensar, it integrated Salesforce Industry Cloud (Vlocity) CLM and DocuSign for eSignature, alongside MuleSoft for seamless Salesforce and Cayenta (CIS) system integration. This partnership harnesses advanced cloud technology, enabling streamlined processes and an unwavering commitment to excellence in the gas utility sector.

Challenges

Enhancing gas operations amidst system gaps

Hawai'i Gas faced significant hurdles due to the absence of a comprehensive system to handle new gas connection requests, renewals, and amendments. The lack of a robust contract management system for both residential and commercial needs posed a pressing challenge. Additionally, the need to revamp key business processes to align with evolving requirements emerged as a crucial concern for both the utility and non-utility business units.

Extensive manual intervention in the end-to-end sales process compounded operational inefficiencies, while the absence of a next-generation reporting system limited critical insights. These systemic gaps collectively hindered operational fluidity, necessitating a transformative approach to optimize workflows and adapt to evolving industry demands.



Solution

Working to optimize gas operations with Salesforce integration

We enhanced Hawai'i Gas' operations by implementing Vlocity CLM, enabling seamless new gas connections, renewals, amendment flows, and dynamic contract generation with redlining capabilities. The integration of DocuSign addressed eSigning requirements to advance operational efficiency. Leveraging MuleSoft, we facilitated streamlined daily batch and real-time integration with the Cayenta (CIS) system, ensuring smooth data flow. Essential processes were optimized, including approval workflows, Outlook integration, custom rate generation, and customer move-in processes, creating an optimum business solution for both the utility and non-utility areas.

Implementing Salesforce Vlocity CLM for contract generation across multiple templates ensured standardized and efficient contract creation. This comprehensive solution will empower Hawai'i Gas with an integrated, agile platform that can revolutionize workflows, enhancing efficiency and customer service.

Impact

A catalyst for operational efficiency and growth

The implementation of Salesforce solutions at Hawai'i Gas was designed to have a transformative impact, revolutionizing workflows and fostering business expansion. By streamlining operations and eliminating manual intervention, the system overhaul will significantly enhance automation, enabling streamlined workflows across the organization. Robust analytics and reporting mechanisms will boost data-driven decision-making, paving the way for sustained growth and business retention. Notably, we're observing significant reductions in new requests to contract timelines, reflecting the efficiency gains achieved through optimized processes. The implementation will enhance operational efficiencies, improving overall productivity and operational effectiveness. This holistic transformation was designed to propel Hawai'i Gas toward a future of heightened operational prowess, and will empower the company to navigate evolving demands with agility and precision.

Testimonial

"This advanced cloud-based solution enables us to effortlessly integrate vital data from our core applications. It leverages automation to enhance operational efficiency, streamline resource management, and optimize our business processes effectively."

Yasin Alsagoff,
Director of IT at Hawai'i Gas

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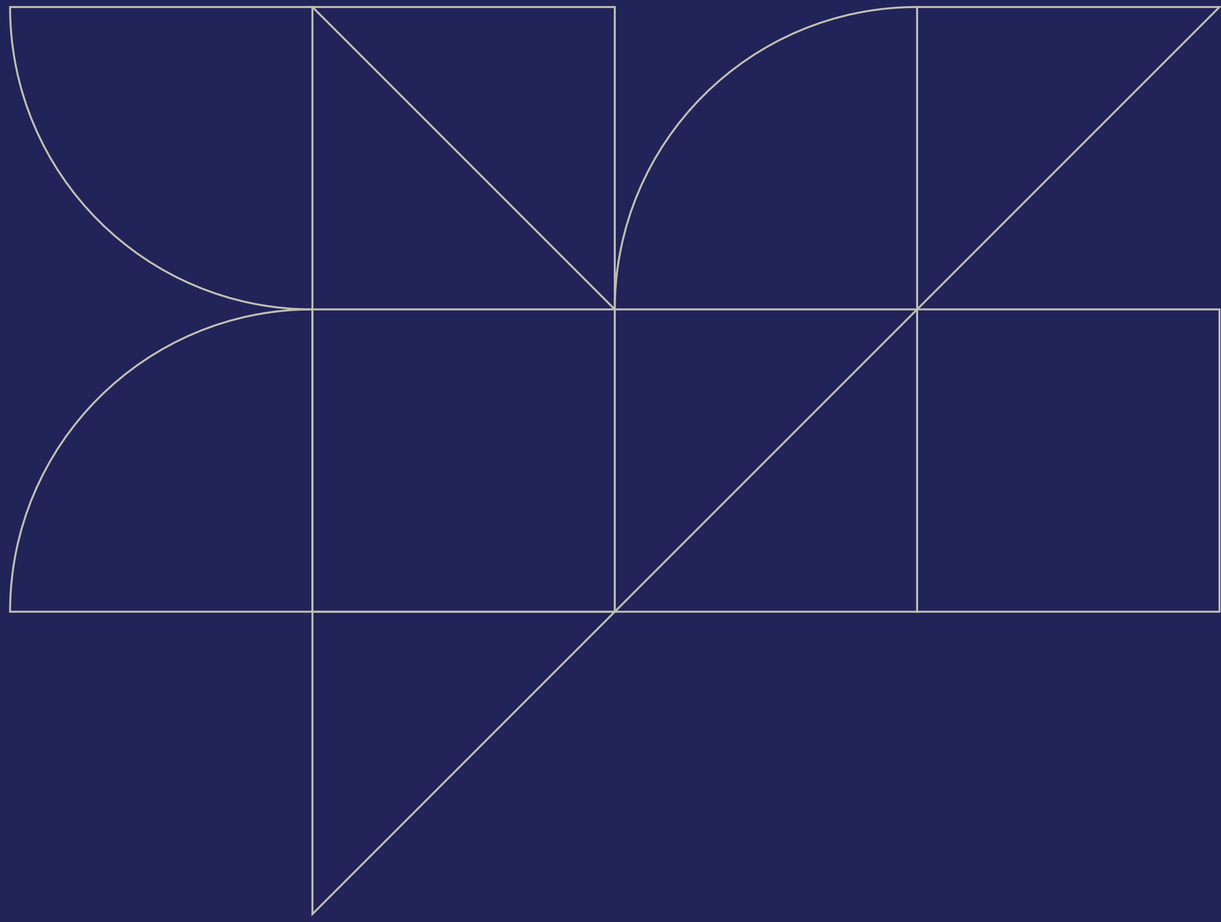

At Zensar, we're 'experience-led everything.' We are committed to conceptualizing, designing, engineering, marketing, and managing digital solutions and experiences for over 145 leading enterprises. Using our 3Es of experience, engineering, and engagement, we harness the power of technology, creativity, and insight to deliver impact.

Part of the $4.8 billion RPG Group, we are headquartered in Pune, India. Our 10,000+ employees work across 30+ locations worldwide, including Milpitas, Seattle, Princeton, Cape Town, London, Zurich, Singapore, and Mexico City.

For more information, please contact: **info@zensar.com | www.zensar.com**