



INDUSTRY: Propane

CHALLENGE: Create one cohesive billing model for close to 50 brands.

IRP SOLUTION: Outsource all billing statements through IRP's strategically located facilities.

RESULTS:

- Statements have one look and feel
- Quicker processing and mailing of statements

THE IRP ADVANTAGE:

- Increase cash flow
- Reduce overhead
- Improve productivity

Heritage Propane distributes propane through a nationwide retail distribution network of more than 275 customer service locations in 28 states, currently serving approximately 600,000 customers.

Heritage Propane acquires smaller companies to build its branch network, but it maintains their brand names to capitalize on a local presence. Their challenge was to create a **cohesive billing model** for 275 customer locations with approximately 50 company names.

Nine different billing software packages were in use. Statements were being mailed from Helena, Montana so it took two days to reach a regional postal hub and hit the mail stream. This meant the billing cycle increased by 4-5 days even before the statement reached the customer's hands.

IRP offered a **simple, cost-effective solution**—a cohesive format for all its statements while maintaining the local company's logo and return address. There was **no set-up or programming charges**. IRP could accept data from any of the software packages, which it then transformed into **easy-to-read** statements that were printed, folded, inserted and mailed within 48 hours directly to the customer.

Heritage reaped measurable results from implementing IRP's solution. Faster processing and mailing turnaround meant **increased cash flow** and greater control over revenue. IRP's outsource solution is scalable and can expand to add more statements per month as Heritage continues to increase its branch network.

"We chose IRP because of their turnaround time, flexibility and industry experience. Most of all, it was their ability to handle the complexities of our business model."



Mark Wilson
Information Technology Manager
Heritage Propane



CTP SOLUTIONS