

# Client: D.F. Richard Energy

Heating Services Company leverages technology to enhance quality service for thousands of customers.

D.F. Richard Energy, the area's premier full service oil and propane company, has provided customers throughout New Hampshire and Maine with heating oil, propane gas and complete heating services for more than seventy years. With more than 14,000 customers across the region, D.F. Richard Energy is focused on providing the highest level of service and reliability to their clients every day. Using the right internal tools enables the company to run smoothly and efficiently, and ensures they are ready whenever their customers need them, day or night.



## **Challenge: Finding the right tools.**

ADD Energy, an operational, financial and field software system, is the lifeblood of D.F. Richard Energy's daily operations. The software application touches everything from scheduling deliveries to billing clients, and had been running over a Vax system since the late 1970s. Well-known for its reliability, Vax had served them well; however its capacity to support the growing oil and propane company was quickly dwindling. D.F. Richard Energy needed a more powerful infrastructure to provide quality service to an increasing number of clients.

"We view our technology as a tool we can use to help us more effectively serve our customers. In order to do that, we need to implement the right tools, the right technologies," said Rick Card, general manager of D.F. Richard Energy. "Moving to a PC/server infrastructure is a more powerful, modern technology that both supports our current activities and provides a growth path for the future."

However, the process to migrate the entire infrastructure created a significant challenge. The company's current provider did not support the PC/server environment. And they were hesitant to take internal staff away from the company's core operations to work on a complex project outside of their areas of expertise.

"After years of working with a services provider in New Jersey, we wanted a local provider with the resources to support us. The migration to and maintenance of the PC/server environment is more complex and requires more attention. We needed a local expert we could rely on," said Card.

## **Solution: Partner with local experts.**

D.F. Richard Energy selected local reseller and networking services company Daystar Computer Services to guide them through the migration and provide ongoing technical support to maintain their new systems.

"Customer support is outstanding!" reported Cheryl Hunter, customer service manager of D.F. Richard Energy. "They believe in service from start to finish; they don't simply install equipment and walk out the door. Daystar service starts with planning and problem-solving, includes actual deployment and continues through ongoing maintenance. And their willingness to educate our staff about the different technologies we deploy is very important to us."

Becoming an extended member of the company's IT team, Daystar provides D.F. Richard Energy with expert guidance in selecting the right technologies to support a network that spans four locations and supports more than 100 users. In addition, Daystar offers a wide variety of technology services, enabling the company to centralize their networking and PC service, e-mail and web page hosting with one provider. Furthermore, Daystar's reseller position helps them save money when purchasing IT equipment.



"Traditionally, our industry has been hesitant to deploy new computer and networking technologies," concluded Card. "D.F. Richard Energy is just beginning to scratch the surface. With a technology partner like Daystar, we can confidently look forward to future projects, such as e-mail enhancements and e-business applications, to facilitate our ability to communicate with and serve our clients."