

# CASE STUDY



## THE BUSINESS CHALLENGE

Energy efficiency rebate processing has been inefficient due to its dependency on Paper, un-enforceable workflows, and obsolete IT systems. Duke Energy too was struggling with the same with high overall rebate processing time from submission to payment.

## OUR APPROACH

We build a DSMTracker(Demand Side Management Tracker) application for better rebate processing. Also created customer and Trade Ally Portal for more holistic application submission and processing experience. The solution involved between reporting, enhanced workflows, upstream and midstream program management, and Field inspection.

## THE OUTCOME

The company was able to go paperless. Overall time spent by a customer for application submission got reduced considerably. Rebate processing got way faster all the way till payment generation. Finally, utility Companies could easily do reporting on the customer data in the form of Dashboard creation or scheduled reports emails in stakeholders' inboxes

## TECH STACK

The Salesforce logo, which consists of a blue cloud shape with the word "salesforce" written in white lowercase letters inside it.

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