quadrafort

Renewable Energy

It is the first Indian renewable energy company to be listed on NASDAQ. Operates more than 140 projects spread across nine states in India. The company provides decarbonisation solutions through a mix of green hydrogen, data-driven solutions, storage, manufacturing, and carbon markets.

Value Creation Modules

Customer Management
Enhanced customer 360 view with customer data linked to multiple sites, projects, contracts and SPVs, with segregation by state and shipping location.

Streamlined Financial Experience
Integrated invoicing and notifications to improve customer experience, while outstanding calculations to simplify financial tracking.

Integrations
Integration with SAP and SCADA provides a robust foundation for analytics and future scalability.

Case Management
Centralized ticketing system enhances collaboration between internal teams and ensures faster resolution for customer queries.

Customer Portal
Unified customer data across multiple sites and projects, driving better customer relationship management and personalized service.

Reports and Dashboards
Comprehensive dashboards for billing, outstanding payments, and collection efficiency to optimize financial performance.
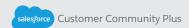
Personas

- State Customer Operation Team
- Central Customer Operation Team
- Leads
- CEO
- Customer

Products & Technologies Used

salesforce service cloud

salesforce Customer Community Plus

INDUSTRY

Renewable Energy

CHALLENGES

- Managing multiple energy contracts, billing types, and customer accounts posed scalability and tracking challenges.
- Unstructured relationships between Accounts, causing inefficient tagging
- Real-time energy generation data from SCADA was not readily available for operational insights.

- Limited customer access to consolidated invoice and account information increased customer enquiry.
- Escalations in Case Handling: Delays and manual interventions in resolving customer cases led to inefficiencies.
- Inconsistent data reporting and dashboards hindered actionable insights across projects and customer levels.

SOLUTION

- Centralized Salesforce Implementation: Integration of Service Cloud and Community Cloud for streamlined contract, billing, and account management.
- Developed the hierarchy relationship for the Account
- SCADA and SAP Integrations: Real-time energy data integration and invoice & Payment synchronization.

- Enhanced Customer Portal: A 360° view of customer accounts, invoices, and energy usage, with self-service capabilities.
- Automated Case Management: Dynamic escalation workflows and real-time notifications to ensure SLA compliance.
- Advanced Dashboards and Reports: Comprehensive insights into energy generation, billing efficiency, and case resolution at granular levels (e.g., state, project).

BENEFITS

- Improved Operational Efficiency: Automation of manual processes reduces errors and ensures real-time data availability.
- This facilitates streamlined tagging and enables the inclusion of multiple contractual obligation records, ensuring seamless tracking
- Enhanced Customer Experience: Easy access to detailed account, billing, and energy usage data fosters transparency.

- Faster Case Resolution: Streamlined workflows and automated escalations reduce response and resolution times.
- Data-Driven Decision-Making: Detailed reports and dashboards enable proactive management of energy, financial, and operational metrics.
- Scalability: Easy expansion for new projects, customers, and energy types.