

CUSTOMER CASE STUDY

CenterPoint Energy

CenterPoint Energy in Golden Valley, MN, provides natural gas to residents. Brett Hooton, Parts City Desk department, ensures technicians have the necessary parts to service their customers. With 25 years of experience, Brett understands the importance of timely and efficient parts delivery.

Challenge: Urgency & Visibility

Prior to partnering with Dispatch, CenterPoint Energy faced challenges with emergency deliveries. Their previous system lacked user-friendliness and, more importantly, visibility. This lack of real-time tracking made it difficult to provide accurate updates to customers about the status of their emergency parts deliveries, creating added stress during already difficult situations. For a company focused on customer comfort and reliability, this lack of transparency was a significant concern.

Solution: Dispatch Delivery Platform

Dispatch provided CenterPoint Energy with the solution they needed: a user-friendly last-mile delivery platform offering real-time tracking and enhanced communication. Over the years, Dispatch has proven to be a trusted partner, successfully managing over 50,000 orders and saving over one million customer miles driven, becoming an essential part of their operations.



Being able to see where the driver is allows us to reassure customers that help is on the way.

— Brett Hooton



This partnership has significantly improved their delivery process in several key ways.

Real-Time Visibility

The temperature plummets and your furnace sputters, and then stops working. In the heart of winter, the fear of losing your gas heat is intense. You call CenterPoint Energy, and instead of a vague "someone's on the way," they provide a precise repair time, allowing you to relax knowing relief is on the way. This peace of mind, delivered in partnership with Dispatch, turns a potentially freezing night into one of comfort. "Being able to see where the driver is allows us to reassure customers that help is on the way," says Brett. "We're trying to solve their problem as quickly as possible, and Dispatch helps us deliver on that promise."

Reliability & Communication

For CenterPoint Energy, daily operations depend on consistent and reliable logistics. That's where Dispatch has become a crucial tool. The familiarity built between CenterPoint Energy and Dispatch Drivers is a key factor. "We use the service every day," explains Brett, "and when we see a familiar driver has been assigned, we know they'll get the job done." For complex deliveries, Dispatch's detailed

notes section on each order enables CenterPoint Energy to give precise instructions to the driver, minimizing errors and maintaining consistent service.

Fast Ordering

Saving frequently used vendor locations within the Dispatch platform helps accelerate order placement. "We have multiple vendors listed as saved locations so we don't have to re-enter their information repeatedly," Brett explains. This speed is critical, especially during nighttime emergencies when a skeleton crew is required to place orders quickly for emergency repairs.

A Reliable Partnership

CenterPoint Energy's partnership with Dispatch has achieved remarkable efficiency and enhanced the customer experience. As Brett states, "The saved vendor locations, real-time tracking, and overall ease of use make Dispatch an invaluable tool." He concludes that Dispatch has not only improved the delivery process but also empowered them to deliver on their promise of comfort and reliability to their customers.