

PerfectForms Success Story: Trilliant

EXECUTIVE SUMMARY

CUSTOMER NAME

- Trilliant
<http://www.trilliantinc.com>

INDUSTRY

- Technical, Utilities, Energy

BUSINESS CHALLENGE

- Streamline workflow and customer response time
- Reduce maintenance costs and downtime
- Increase and expand business opportunity

PERFECTFORMS SOLUTION

- Replaced older infrastructure with dynamic PerfectForms solution
- Provided on-call responsive support service
- Dynamically identified and corrected bottlenecks in processing, using PerfectForms applications

BUSINESS RESULTS

- Streamlined business processes using the PerfectForms workflow solution
- Significantly increased productivity and efficiency
- Expanded business opportunities

BUSINESS CHALLENGE

Trilliant provides network solutions and software for monitoring and controlling electric, gas, and water utility use in real time through the Trilliant 'Smart Grid Network'. Trilliant's services provide utility companies with state-of-the-art metering and communications infrastructures that can reduce energy consumption and costs for consumers.

As a cutting edge energy solutions firm, Trilliant's business operations rely on the ability to quickly react to customer concerns and requests.

Trilliant's CIO Tom Hines initially approached PerfectForms due to its affordability and simplicity, compared to other SaaS solutions. Tom's experience while implementing the service helped him realize that Trilliant's entire Non-Disclosure Agreement process could be easily automated using a PerfectForms application. Since that time, PerfectForms has become an essential tool in streamlining Trilliant's day-to-day operations.

"The best solution is one that meets or exceeds your needs... and PerfectForms does that for us!"

-Tom Hines, CIO of Trilliant

WORKFLOW SOLUTION

In addition to providing form creation and automation capabilities, PerfectForms is used by Trilliant as a powerful process mapping tool, which allows administrators to understand and streamline workflow processes. By identifying daily work connection points, Trilliant is able to document all pending items and procedures, better address inefficiencies and manage time and resource investments. This internal management process has been greatly improved thanks to the versatile nature of PerfectForms, saving Trilliant significant time and money.

BUSINESS RESULTS

Through the implementation of PerfectForms, Trilliant was able to substantially decrease customer service response time and simplify their organizational change management process.

By shoring up efficiencies within its Smart Grid solutions framework, PerfectForms was able to greatly assist Trilliant's efforts toward providing customers with better, more reliable and economical energy solutions.

- **Off site simplicity.** PerfectForms reduces adoption costs and allows Trilliant to keep all documentation secure within a reliable framework.
- **Reduced maintenance costs.** All technical problems are quickly and easily solved with the assistance of PerfectForms on-demand management staff.
- **Increasing productivity through streamlining workflow.** Trilliant reports that the workflow management system allows administrators to identify process bottlenecks, allowing the company to drastically streamline processes.
- **Expanded business opportunities.** Trilliant cites that PerfectForms flexibility easily adapts to new and existing workflow solutions.

Case in point; Trilliant is considering transitioning other existing processes to PerfectForms as they prepare to launch new business divisions that will require workflow management systems.