



AARIALIFE HELPS **YELLOW DOOR ENERGY** IMPROVE CUSTOMER EXPERIENCE WITH **ZOHO CREATOR**

CUSTOMER AT A GLANCE

Yellow Door Energy is a leading provider of sustainable energy solutions for commercial and industrial businesses in the Middle East and South Asia. Despite using the Oracle NetSuite as their operational ERP, the company faced challenges in providing customer-facing portals and apps for energy consumption statistics. To address this issue, Yellow Door Energy partnered with Aarialife, a Zoho implementation partner, to create a customer portal and app that would allow their customers to monitor the performance of solar panels installed at their locations.

RESULT

By partnering with Aarialife and implementing the Zoho Creator application, Yellow Door Energy was able to improve its customer experience and reduce customer service inquiries. The application allowed their customers to access real-time energy consumption data and track their cost savings, while the seamless integration with Oracle NetSuite meant that Yellow Door Energy could continue using their existing ERP system. As a result, Yellow Door Energy was able to provide a more efficient and effective service to their customers, while also reducing their own internal workload.

WHY AARIALIFE?

Yellow Door Energy chose Aarialife as their Zoho partner because of their expertise in implementing Zoho solutions for other clients. They were confident that Aarialife would be able to provide them with a custom solution that would integrate with their existing ERP system and meet their specific business needs.

BUSINESS CHALLENGES

As a provider of sustainable energy solutions, Yellow Door Energy needed to provide their customers with access to real-time energy consumption data. However, their existing ERP system, Oracle NetSuite, did not offer a customer-facing portal or app. This made it difficult for Yellow Door Energy's customers to access the information they needed to monitor their energy consumption and cost savings.

SOLUTIONS

To address Yellow Door Energy's business challenges, Aarialife built a customer portal and app using Zoho Creator. The application was designed to allow customers to access real-time data on the performance of the solar panels installed at their locations, as well as the cost savings associated with using solar energy. The Zoho Creator application was seamlessly integrated with Oracle NetSuite, allowing customers to log in and access the information they needed.

BENEFITS

By partnering with Aarialife and implementing the Zoho Creator application, Yellow Door Energy was able to improve its customer experience by providing real-time energy consumption data to its customers. This allowed their customers to monitor the performance of their solar panels and track their cost savings. The application also helped Yellow Door Energy to reduce customer service inquiries, as customers were able to access the information they needed on their own. Finally, the seamless integration with Oracle NetSuite meant that Yellow Door Energy was able to continue using their existing ERP system while providing their customers with the information they needed.