



McGas Client Profile

Providing personalized residential gas service solutions since 1939, McGas Propane is among the oldest and most trusted names among all South Dakota propane suppliers. McGas delivers affordable, top-quality residential gas service to the areas of Sturgis, Belle Fourche, New Underwood, Hot Springs, Lead/ Deadwood, and Custer.

The Problem



Since the beginning, McGas has kept things running in an old-school manner. For this reason, the only option for many customers to get their service was to call up McGas and place an order over the phone.

With five locations and assorted satellite plants to coordinate, there was a need to upgrade operations. The leadership at McGas Propane reached out to KT Connections, and they immediately got to work.

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The Solution



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Furthermore, KT Connections also started to function as a help desk support line for McGas, offering remote assistance with any technical concerns and challenges. With KT Connections' help, McGas has seen significant operational benefits by improving its internal communications.

"Out of all the companies we do work with, KT Connections is the best. They take care of their customer in a very satisfactory way. I wouldn't say this about any other company; I am 100 percent pleased with the service that KT Connections has provided."

- Graham McPherson, Co-Owner of McGas Propane