



SOLUTION

Rockyview Gas decided to transform their business to a cloud based asset management solution. We configured a Field Service Management solution - Fielda, that enabled the Inspectors and Supervisors to efficiently identify and track their assets and corresponding issues, while their Technicians were able to directly access the locations that needed attention.

Depending on the kind of asset (valves, pipelines, tap stations, etc), custom forms were created to collect detailed information, and generate insightful reports to make quicker decisions and run maintenance effectively. The solution was designed to enable Inspectors, Supervisors and field Technicians to seamlessly work with the cloud based application for end to end field service management. The Technicians used their iPhones and iPads to easily identify and update the status of issues real time. The platform leveraged geospatial maps, custom forms and GIS to help them reach the service locations.

As the inspector creates a record, the application notified the relevant users real-time, improving operational efficiency. This also enabled supervisors to track their assets, technicians and assign work instantly. The technicians were also able to avoid the drive to their offices every time to just know the service requests that were assigned to them.

THE RESULTS

REDUCED THE TIME TAKEN TO
HANDLE SERVICE
REQUESTS
BY MORE THAN **60%**

IMPROVED OPERATIONAL
EFFICIENCY BY OVER

 **30%**

BY ENABLING REAL-TIME
UPDATES AND COMPLETELY
AVOIDING PAPERWORK



A field service software that combines intuitive activity management with customizable workflows to enhance your productivity and save both time and effort.

