CASE STUDY

G/S Solutions & MobileFrame - Miller Pipeline Corp.

ORGANIZATION

Miller Pipeline Corporation is one of the nation's premier natural gas distribution transmission pipeline and utility contractors. The company provides a range of pipeline contracting and rehabilitation services for natural gas, liquids, water and wastewater pipelines as well as specialty products and services for the industrial and telecommunications industries.

Business Challenges

Miller is responsible for installing and servicing numerous pipelines for their customers. As with many contracting companies, Miller relied on paper-based processes to collect data about their jobs completed in the field. In the past, the idea of the foremen submitting their daily paperwork electronically seemed far away and idealistic, although management knew that access to real-time information would greatly increase the productivity of Miller's field operations. Their goal was to increase timeliness, efficiency, and accuracy of their field-to-office communications.

One of the first projects Miller wanted to implement was to collect labor hours electronically instead of on paper time cards. Miller's manual process meant that at the end of each day foremen would record the number of hours worked, crewmember details and services performed. This process generated an excess of 6,000 sheets of paper on a weekly basis. In addition, Miller required an enterprise mobility software platform to automate their work orders. Because each customer required unique forms and data, they needed a flexible mobility solution, that was both full-featured and easy to use.

> "One of the strategic initiatives developed by executive managment is 'lean construction' to drive productivity. Elminating the daily obstacles that create unproductive labor hours provides significant value for our customers & employees. MobileFrame's platform has enabled us to capture real-time payroll hours, contract hours, invoicing data, job cost data, and all relevant information required to run our operation. MobileFrame provides immediate key performance indicators and productivity feedback to the foremen."
>
> - Dennis Norman, VP of Corporate Performance

Solution

Implement a mobile field service solution for real-time access to daily work activity and automate all field service data collection.

Results

• 25% increase in efficiency

• 90% reduction in data entry, invoicing and job time costs

• 100% data accuracy due to elimination of transcription errors.

• Invoicing completed one week sooner resulting in significant cash flow improvements.

Contact

For more information please contact

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Our Approach

G/S Solutions provides expert consulting on mobile automation solutions, covering both applications and hardware. Our partnerships enable us to provide solutions that both get results and have a strong operational fit with our customer environments and infrastructure.

Testimonials

"MobileFrame eliminates redundancy. I enter the information in one place, one time, and everyone who needs it gets it within minutes. The program is easy to use because the screen looks just like the paperwork we are used to filling out"

Dave Chew
Foreman
Miller Pipeline

"If you make a mistake (i.e. man hours don't add up) the software won't let you move on until you fix it. This helps us collect more accurate data."

Steve Barnett
Area Manager
Miller Pipeline

MobileFrame Solution

MobileFrame's software has allowed Miller Pipeline to automate all of their field service data collection on a single fully integrated 100% code-free mobility platform. With integrated intelligent networking, prioritized synchronization, remote device management, secure instant messaging, and remote software updates all built in to one software platform, MobileFrame significantly streamlined Miller Pipeline's mobile application development and deployment. Data collected in the field is stored on a handheld device and automatically synchronized to the backoffice whenever the handheld device senses connectivity, providing an ideal tool for working in both city and remote areas with limited networking available.

Miller's business and customer requirements change quickly, and MobileFrame's rapid application deployment ability allows Miller to provide workers in the field with up to the minue data. Productivity has been greatly enhanced across Miller's operations. Some of the benefits they've gained include:

- Mobile workers have seen 25% efficiency gains through the elimination of paperwork. Most importantly, MobileFrame has allowed Miller to integrate logic at the point of entry, eliminating 95% of prior errors.
- Complete end-to-end electronic data submittal has eliminated the biggest bottleneck. Prior to MobileFrame administration had to match up completed forms from the field with time cards, and then enter everything manually. MobileFrame has reduced data entry, invoicing and job cost time burdens by 90%.
- Accuracy of data was a major issues before, but this system has eliminated all of the transcription errorscaused by the inability to read handwriting and accuracy is 100% perfect now. Customers are very pleased and complimentary about Miller's billing accuracy
- Prior to implementing MobileFrame, invoicing was terribly delayed. Now, Miller is able to invoice weekly upon job completion. Miller is billing at least one week early, which resulted in significant cash flow improvements.

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