



# Cloud based Field Service Management solution for Minco Gas increases field asset management efficiency

**CLIENT**

Minco Gas

**INDUSTRY**

Energy & Utilities

**COUNTRY** USA

## THE BUSINESS PROBLEM

Minco Gas, a gas utility provider in Canada, was facing major challenges in managing assets on field. They needed to inspect, validate and maintain their assets like valves, pipelines and tap stations and they depended heavily on paperwork for these, making it an inefficient process.

In order to assess and manage their assets, between user roles like Inspectors, Supervisors and Technicians, they had to fill and maintain a lot of paper based forms to communicate various issues like storm assessment, leakage, exposed lines or replacements, and a lot of their time was wasted on transit to simply identify and handle those service requests.



## SOLUTION

Minco 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

50%

IMPROVED OPERATIONAL  
EFFICIENCY BY OVER



30%

BY ENABLING REAL-TIME  
UPDATES AND COMPLETELY  
AVOIDING PAPERWORK



We're Your Partner in Building Sustainable Software Solutions.  
We provide management and engineering talent with a passion for your product.  
Our teams listen, plan with you, and develop solutions to help you succeed.



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