



MOBILEFRAME®

Configurable Mobile Applications™

Case Study:

Miller Pipeline Corporation

OVERVIEW:

CHALLENGE:

- Provide foremen with real-time information
- Increase timeliness, efficiency and accuracy of field-to-office communications
- Provide customers with real-time access to see work that is being performed before it is billed to them

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
- Invoice data accessible one week earlier, resulting in a more expedient invoicing process

PRODUCTS & APPLICATIONS:

MobileFrame Business Suite™, Work Order & Time Card Applications

CLIENT

Miller Pipeline Corporation is one of the nation's premier natural gas distribution, transmission pipeline and utility contractors. The company provides a comprehensive 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 telecommunication industries. For over 50 years Miller Pipeline has provided quality construction, maintenance and rehabilitation services and products to natural gas utilities, and the municipal and industrial infrastructure markets throughout North America.

BUSINESS ISSUES

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. Less than a year ago 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 on Panasonic Toughbooks 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, the names of crew members and the services performed. Superintendents then collected the paperwork, reviewed it for accuracy and submitted it to the corporate office. This process generated an excess of 7,000 sheets of paper on a weekly basis! In addition, Miller Pipeline needed an enterprise mobility software platform to automate their work orders. Because each customer required Miller to collect different sets of data using different forms, they needed a flexible mobility solution that allowed them to modify work orders quickly and deploy them to remote work sites on-the-fly. Due to the sophistication of their work order applications and the scale of their operations, Miller Pipeline's IT staff determined that they required a full-featured yet easy-to-use platform.

“One of the strategic initiatives developed by the executive management team is ‘lean construction’ to drive productivity. Eliminating the daily obstacles that create unproductive labor hours provides significant value for our customers and 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. In addition, MobileFrame provides immediate key performance indicators and productivity feedback metrics to the foremen. This scoreboard provides Miller invaluable real-time information.”

- Dennis Norman, VP of Corporate Performance



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“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, Miller Pipeline Foreman

“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, Miller Pipeline Area Manager

MOBILEFRAME SOLUTION

MobileFrame's software has allowed Miller Pipeline to automate 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 into 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 Miller Pipeline's back office whenever the handheld device senses connectivity. MobileFrame's software operates on any .NET enabled handheld device, including PDA's, Smart Phones, Tablet PC's and Laptops.

MobileFrame has provided Miller Pipeline with the ability to view all daily work activity in real-time and Miller's invoicing process is totally paperless now. 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 minute 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 elimination of paperwork. Most importantly, MobileFrame has allowed Miller to integrate logic at the point of data entry. This has eliminated 95% of errors previously caused due to inability to read hand writing, missing data, wet and smeared forms, inaccurate data, missing paperwork, etc.
- 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. Management estimates that MobileFrame has reduced the data entry, invoicing and job cost time burdens by 90%.
- Accuracy of data was a major issue before, but this system has eliminated all of the transcription errors caused by the inability to read handwriting and accuracy is 100% perfect now. Customers are very pleased and complimentary about Miller's improved billing accuracy.
- Prior to implementing MobileFrame, the invoicing department waited one week before receiving paperwork from the field. Now they are able to view the data immediately so questionable transactions can be resolved earlier, resulting in a more expedient invoicing process.