



## Aquila, Inc.

“Deploying the MobileFrame solution has shot our efficiency levels through the roof. Frankly, it blew the roof right off! MobileFrame is the perfect application to use with Archibus. Eliminating pen and paper processes has made a tremendous difference in the way we handle Facility Management.”

- Keith Simpson, Aquila Inc. Project Manager

### INDUSTRY:

Utilities

### PRODUCT:

MobileFrame Business Suite™

### APPLICATIONS:

- Asset Tracking
- Field Work Orders
- Equipment Inspections
- Time Tracking

### MOBILE DEVICES:

Any .NET enabled device

- Pocket PC
- Laptop
- Tablet PC



### CLIENT

Aquila is a Kansas City, Mo., based electric and natural gas distribution company that serves approximately 900,000 customers in five Midwestern states (Colorado, Iowa, Kansas, Nebraska and Missouri.)

### BUSINESS ISSUES

Aquila employs many service technicians who are responsible for maintaining good working condition of the company's assets, such as furniture, equipment and buildings. This work includes completing inspections on equipment, performing work orders and tracking inventory for each item. A significant problem for the company was the amount of manual data entry the Facility Management service technicians had to complete each day. Aquila personnel relied on paper-based processes which were both time consuming and error prone. Not only was manual data entry required by the technicians, but Aquila's office staff was also had to manually enter this data into their facilities and infrastructure management software from Archibus, Inc. This two-step data entry process was extremely inefficient and costly for the company.

### MOBILEFRAME SOLUTION

Aquila selected MobileFrame's platform because it eliminates custom programming through an intuitive, user friendly point-and-click desktop, enabling customers to easily deploy sophisticated custom mobile applications. With integrated intelligent networking, prioritized synchronization, remote device management and remote software updates all built into one software platform, MobileFrame significantly streamlines mobile application development, deployment and administration. MobileFrame's solution is the only fully self-contained Configurable Mobile Application™ platform that delivers full functionality out-of-the-box with no custom coding.

The first application Aquila deployed allowed the users to assign and complete work orders on their handheld devices. The application included fields such as craft person assignment, work description, floor, room code and problem type, which allowed their facility managers to quickly view the details about the job. The application was designed on a per user basis so users have access only to data the business administrator allows them to see. Once the data is saved on the device, it is synced back to the office where Archibus tables are immediately updated.

Since MobileFrame's platform can be used to deploy an unlimited number of mobile applications configured to each customer's needs, Aquila quickly deployed Inspection Applications for their Facility Group. The first application was a Generator Inspection application used while testing the backup generators. Fire Pump and Water Treatment System Inspections were deployed quickly afterwards. This data is also integrated into Archibus, which allows Aquila to do up-to-the minute trend reporting.



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**MOBILEFRAME SOLUTION (continued)**

Aquila has also deployed a sophisticated Asset Inventory application to track and create records for equipment, furniture and decor. The application allows the mobile workers to scan the barcodes of the assets in a room to verify that the asset is in the database. If so, the application auto populates the building, floor and room codes for each asset. If the asset does not exist in the database, the application allows the technician to enter the new data , which then update the Archibus database with the accurate information.

Automating the data collection process provided Aquila with immediate benefits, including:

1. Elimination of manual data entry by both service technicians and office staff
2. Up to date access to data about each job
3. Elimination of transcription errors by the back office staff
4. Increased productivity of both the office staff and the mobile field force

MobileFrame's software enables Aquila personnel to capture photographs, voice notes, sketches, digital signatures, barcode scans, and execute advanced algorithmic functions while in the field. A key benefit of MobileFrame's software is the ability to create entirely new mobile applications for any department using point-and-click features, without the need for custom programming. MobileFrame's Smart Architecture™ integrates intelligent networking with a thick client so mobile workers always have their applications available even if they have no network coverage.

