

Miller Pipeline Goes Paperless

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.



The Challenge

As with most contracting companies, Miller Pipeline relied on paper-based processes to manage their field force operations. When they initially contacted MobileFrame, their vision was to implement a streamlined, paperless process to replace their manual systems. Management knew that access to real-time data would help them make business decisions more accurately while also increasing productivity across the enterprise. Their goal was to increase timeliness, efficiency and accuracy of data for their field force, management and administrative teams.

Miller's management team had a long list of processes to automate, but eliminating paper time cards was their highest priority. Foremen recorded the hours worked and the services performed for each crew member on paper time cards, which generated over 7,000 pieces of paper to manage every week. The administrative staff manually entered the data into their business systems, which resulted in high labor costs and lots of paper shuffling.

Management also wanted to automate all of their other field services processes, including work orders and inspections. Because each customer needed different data to be collected based on the job, Miller knew they needed a flexible solution that allowed them to create and modify applications quickly. They also knew that they didn't want to be forced to pay a software vendor for every change they might need to an app and they needed a platform that could handle the complexities of their business logic.

The Solution

After carefully evaluating a long list of mobile software vendors in the market, Miller Pipeline standardized on MobileFrame as their enterprise mobile platform. MobileFrame's code-free mobile application development platform empowered them to quickly design mobile apps for iOS, Android and Windows based operating systems. The software includes rapid mobile application development tools, mobile device management and a disconnected handheld database so users can work even without network connectivity.

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.

To learn more about the MobileFrame Platform, visit www.MobileFrame.com

The Results

Miller Pipeline’s staff field service operations are completely paperless now and management can now view all daily work activity in real-time. When end customers ask for new data to be collected, the team quickly adapts their apps to meet the new requirements and gives their field force up to the minute data. Productivity has been greatly enhanced across Miller’s operations. Some of the benefits they’ve gained include:

- ✓ The field force immediately saw a 25% gain in efficiency by eliminating their paperwork. Errors caused by missing data and illegible hand writing dropped by 95%.
- ✓ Complete end-to-end electronic data collection has eliminated the biggest bottleneck. The reduced data entry, invoicing and job cost time burdens have been streamlined by 90%.
- ✓ Customers are very pleased and complimentary about Miller’s improved billing accuracy.
- ✓ With accurate data and same day invoicing in place, Miller Pipeline has seen a significant improvement in cash flow. The invoicing department previously had to wait over a week to get the paperwork from the field to begin the invoicing process.

Miller Pipeline’s field technicians are more productive, management has immediate access to field activities and all process across the enterprise has been streamlined. In the end, Miller’s investment in MobileFrame was worth every penny they spent.

"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 it 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 is the leading 100% code-free enterprise class mobile platform that enables customers to deploy and manage sophisticated native, web or hybrid applications across iOS, Android and Windows based operating systems. Powered by MobileFrame’s patented, code free “write once, deploy anywhere” mobile platform approach, enterprises can design, build, configure, test and manage custom apps across the enterprise from a single solution with no coding required. Every feature required for a successful enterprise class deployment is built-in, including mobile app development, device management, military grade security, project administration and GPS tracking. MobileFrame also provides a suite of ready-to-run apps for every industry that can be easily tailored to meet any requirement. For more info, please visit www.MobileFrame.com or follow us on Facebook, Twitter & LinkedIn.