

Reduce costs by providing construction services departments with real time access to content on-site with Mobile Office.

Business Challenges

Construction services departments of energy and utilities companies are tasked with coordinating and managing construction projects and activities of on-site employees. In an environment with significant growth and greater compliance demands, it is becoming increasingly difficult to provide these services in an efficient manner. Systems associated with construction operations are often isolated in different departments without any form of integration; therefore, employees lack a universally accessible and easily searchable central repository.

As a result of these enterprise wide problems, employees in construction services have difficulties organizing and processing all paperwork related to construction assignments. Because these departments are responsible for maintaining and building infrastructure, such as electric, gas and steam, it is critical that the information available to employees in this segment is accurate to ensure timely construction and repairs. Correct documentation is critical for compliance with city, state or federal agency regulations covering construction requests and approvals. In a paper environment, it can take days to produce the correct documentation necessary to begin construction, resulting in costly delays.

Prior to an assignment, construction specialists typically print off paper documents for work authorizations or infrastructure layouts and bring the documents on-site. Updating the documents or retrieving additional paperwork requires a return to the office. This delay results in outdated content within the repositories. In addition, the heavy reliance on paper documents at a construction site is a liability because of lost or damaged documents.

The Solution

TriTek Solutions developed a Mobile Office solution to help streamline construction services operations at energy and utilities companies. This solution is part of the Utilities Solution Suite, a comprehensive enterprise content management and business process management solution leveraging the IBM FileNet P8 platform. The Mobile Office component of the suite includes a backend electronic package preparation system and a mobile office system that provides electronic access to documents on-site.

Through the package preparation system, based on Trans@ction eXpress, all legacy systems are integrated with one centralized server, and all content is accessible through a central repository. Trans@ction eXpress is a customized transaction processing application framework developed by TriTek Solutions. This system helps simplify the workflow process within construction services departments and also establishes a connection between workflows, documents and IBM's FileNet Content Manger. Content is stored and linked together based on layout number, permit number, or any other specified unique identifier.

TriTek's Utilities Solution Suite provides utilities companies with the tools they need to meet growing compliance demands through enterprise-wide system integration.

On-site workers are able to leverage the integrated back end system through a mobile office application. All content from the IBM FileNet repository is accessible through laptops, and eliminates the need to bring physical papers to the construction site. Construction specialists can search for the most recent site documents, make updates in real-time, and collaborate with various other employees in the construction services segment without ever leaving the field. Employees at the company can also create a package of necessary construction documents through a dispatch system, which is automatically routed to the correct construction specialist on-site.

Value Proposition

Migrating from a paper-based system to an electronic, fully-integrated and automated system has numerous benefits for construction services departments. When officials from government agencies request documentation such as an opening ticket, the information is easily pulled from content repositories. This reduces the time needed to retrieve documentation, ensuring compliance to avoid possible violations or construction delays from lost paperwork. Additionally, construction specialists can focus on the job at hand without searching for documents in their office to bring on-site. Updates are made in real-time through laptops and the possibility of lost paperwork is nearly eliminated. In addition to process benefits, the productivity of information systems is increased dramatically because all systems are integrated and connected to a centralized repository.

For More Information

Additional information regarding the Utilities Solution Suite or any of TriTek's award winning solutions can be found on:

www.triteksol.com