

ROI SHOWCASE

Mobile Gas



DATRIA CASE STUDY

Mobile Gas (a subsidiary of Energy South)

Headquarters: Mobile, Ala.

Line of Business: Gas utility company

Doing More With Less

Mobile Gas found Datria Ticket Management to be a good way to improve efficiency in its mobile business practices. The Datria solution saves Mobile Gas money by making its field service workforce more productive. With Datria, workers use their voice and a phone for real-time access to Mobile Gas' work management system.

Field personnel simply call a central number and talk to the system to report their accomplishments and request their next assignment. The system speaks to the field personnel to give them the latest information they need to do their jobs. By changing from an old, paper-based trouble ticket system to the Datria voice-enabled solution, Mobile Gas' field crews can complete more trouble tickets each day. Mobile Gas also saves overtime costs because the Datria solution cre-

ates a more dynamic scheduling system in emergency situations.

The Datria Way

Datria's voice solutions solved multiple problems for Mobile Gas. First, Datria Ticket Management changed the way field service technicians start their day. Instead of reporting to corporate headquarters, Mobile Gas now has "Home Base Reporting." All that's needed is a phone and a voice. A technician calls into the system at the beginning of the day from home and receives the first trouble ticket. This allows the technician to be on a job site by 8 a.m., rather than 8:45 a.m. The extra time translates into more customers served each day.

The cell phone also replaced the paper-based trouble ticket Mobile Gas had relied on for so many years. After each job is completed, a technician hops into his truck, calls into the system using a cellphone, closes out the ticket, and receives instructions on the next ticket. Done. The Mobile Gas Service Order Database is updated with real-time data, and latency issues are eliminated. That's the power of voice. In addition, a technician can tell the system the parts used on each ticket, thus speeding up the parts replenishment process. They can also record an audio file comment that can be useful for the next technician who visits the customer. It's as easy as dialing a phone and talking to a call center—except the call center is a computer.



CONTACT INFORMATION:

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Real Results

Since implementing Datria, Mobile Gas has increased worker productivity an extra 1.5 jobs per day, along with:

- 18 percent increase in service revenues
- 50 percent decrease in clerical labor costs
- 33 percent decrease in office supply costs
- Real-time job status and parts data.