KloudGin

Case Study

National Fuel Gas: Delivering Utility Operations Excellence with Best-in-Class Work and Asset Management



National Fuel

About NFG

The National Fuel Gas Company (NFG) is a diversified energy company with headquarters in Williamsville, New York. Founded in 1902, National Fuel Gas' team of almost 500 utility employees work to provide safe and affordable natural gas services to over 743,000 customers across New York and Pennsylvania. National Fuel Gas' ongoing investment in their pipeline network supports the continued safety and reliability of their clean-burning energy source.

The Challenge: Replacing Legacy Scheduling Systems to Transform Field Service Management

With a distributed asset network and increasingly mobile, hybrid workforce, the ability to optimize the assignment and dispatch of work orders to field crews was a critical component of NFG's field service work management. Not only did this impact the efficiency and effectiveness of their workers in the field, but it had a direct impact on the rapidity of their response time rates, the quality of their service delivery, and the resulting experience of their customers.

With their current work order scheduling and dispatch solution, Salesforce Click Service Optimization, facing its scheduled end of life at the close of 2023, NFG initiated a project to identify a replacement that would strengthen their operations on the ground and extend the value of their SAP ecosystem. Not only did the new system need to provide the same capabilities as the current system - primarily the assigning, optimization and dispatch of service work orders to field crews - but NFG sought expanded functionality that would streamline resource management, automate scheduling workflows, and improve the productivity and performance of their field crews.

Whether customer-initiated appointments or emergency events that required immediate response, NFG needed a best-in-class solution that could seamlessly automate job assignments based on worker location, order type, and job priority, ensuring that all required work is completed efficiently and on time. Critically, the new solution needed to extend the value of SAP as their core system of record for NFG's field service work, maintaining compatibility with SAP Process Integration and Enterprise Core Component for work order creation, and SAP Mobile Work Manager for in-field work execution.

For Internal Use Only

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The Solution: Strengthening Field Operation Excellence with KloudGin's Mobile-First, Cloud-Native Platform

NFG selected KloudGin's Field and Asset Operating System as its replacement for Salesforce Click Service Optimization, as KloudGin's pre-built, SAP-certified adaptors enabled a quick, cost-effective and low risk implementation that accelerated the time to value. KloudGin's real-time notifications, configuration flexibility, and comprehensive reporting and data capabilities were key drivers of NFG's selection. After a successful implementation, KloudGin provided several leading-edge capabilities that extended the capabilities and value of SAP Mobile Work Manager, SAP PI and SAP ECC, while supporting the optimization of NFG's field service scheduling and dispatch management.

With KloudGin's unified scheduling engine, NFG was able to automate scheduling and dispatch across 20 of its work centers for an immediate uplift in resource allocation and operational efficiency. Through integration with NFG's SAP ECC and MWM systems, supported by KloudGin's pre-built SAP adaptors, NFG gained a complete, connected, real-time flow of data that significantly improved visibility across their operations. This real-time data synchronization was utilized within KloudGin's dispatch dashboard to provide highly accurate, real-time monitoring of outages, emergencies, customer appointments and other essential tasks, giving teams complete visibility into on-the-ground operations, workers, assets, and critical events.

With the implementation of the KloudGin Field and Asset Operating System and the improved data accuracy it provided across all work types and work groups, NFG's dispatch and scheduling teams gained better visibility with a holistic view of field crew performance, schedule capacity, and job fulfillment rates, helping improve their tracking and monitoring of KPIs. KloudGin's mobile-native functionality also enabled seamless connectivity and collaboration across back-office teams and crews on the ground, with SMS notifications providing immediate alerts to notify workers of high-priority tasks.

Solution Components

- KloudGin Field Service and Asset Management Operating System

Results

- Automation of all scheduling and dispatch tasks
- Complete, real-time view of workers, appointments and critical events
- Improved data capture, visibility, and utilization
- Improved emergency response times
- Optimized resource management

Conclusion

KloudGin's Field and Asset Operating System empowered NFG to significantly enhance their operational efficiency; elevate the quality and utilization of their field and asset data; and streamline communication and collaboration across their teams. This successful partnership demonstrates the powerful impact of specialized, best-in-class solutions in bridging gaps and unlocking efficiency across utility operations. KloudGin is unwavering in its commitment to supporting innovative utilities like NFG as they spearhead the development of future gas distribution networks.

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Connect with the KloudGin team to learn more.

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