



## SOSMobile Case Study: Roanoke Gas Company

### How SOSMobile is Helping One Midsized Gas Company Increase Efficiency, Reduce Paper and Automate Line Locates

Roanoke Gas Company (RGC), headquartered in Roanoke, VA, knows the value of mobile technology. They began using iPads in the field in 2013 to give crews access to their GIS maps. The next logical step was to start reducing paper by capturing critical data in the field and integrating to back-office systems. For that they turned to the integration experts at InsightAtlast and their mobile workforce management system, SOSMobile.



RGC's Debbie Welch with boxes of paper that used to be manually scanned—a thing of the past with SOSMobile.

Phase one of RGC's SOSMobile venture involved automating a subset of service orders generated by their CIS. InsightAtlast developed custom Wizards which stepped their techs through the closing process for each order type—even allowing them to complete electronic inspection forms. When orders close, CIS and Inventory data is updated and files, such as pictures taken in the field, are sent to their document management system for easy retrieval.

Techs quickly adapted to the new technology. And the benefits—in the form of data integrity and paper elimination—were immediate.

The initial project was so successful that in 2017, when RGC decided to end a contract with their line locating service and bring the operation in-house, they again turned to SOSMobile and its Email Monitor. Now their 811 email notifications—approximately 30,000 per year—are automatically turned into electronic orders. And InsightAtlast was able to meet RGC's aggressive timeline, with start to go-live taking only two months.

The forward-thinking RGC team is continually evaluating new ways SOSMobile can improve efficiencies for their company. In fact, InsightAtlast is currently developing a ten-screen Wizard for their distribution orders, which will pull information from multiple sources and allow a premise-based “look up” to facilitate creating additional service orders in the field.

#### Quick Facts About Roanoke Gas Company

*Meters:* 60,000 Gas

*Service Territory:* Roanoke Metropolitan area of Southwest Virginia

*Employees:* 109

*Technicians:* 24

*Remote Devices:* iPads/iPhones

*Started Using SOSMobile:* 2015


#### Integrated Systems:

- CIS - E-CIS by Vertex
- Document Management - FileNexus™
- Inventory System - Harris
- GIS - Esri's ArcGIS 

#### SOSMobile Modules Used:

- SOSMobile Server (required)
- SOSRemote (iOS version)
- SOSDispatch
- SOSMobile's Email Monitor

#### Key Benefits Gained:

- Increased efficiency by closing orders electronically in the field with dramatic paper reduction.
- Automating the line locate process. 
- Unsurpassed support and advice from the InsightAtlast team.



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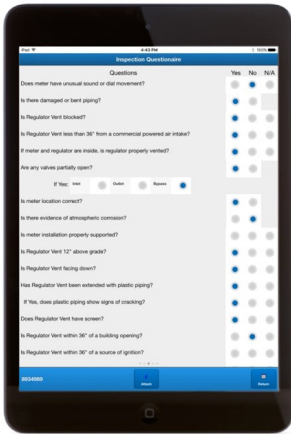


## More on how Roanoke uses SOSMobile.

SOSMobile captures service orders generated by RGC's E-CIS, where they can be viewed and assigned in its SOSDispatch module. Although SOSMobile has robust scheduling capabilities, RGC currently opts to have the InsightAtlast team pick up schedule dates from E-CIS.



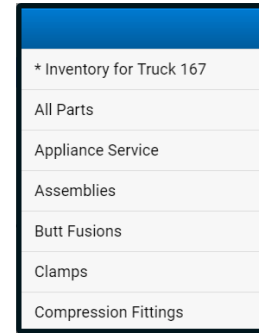
RGC's Tina Snead using the color-coded Calendar Screen in SOSDispatch to monitor progress in the field.



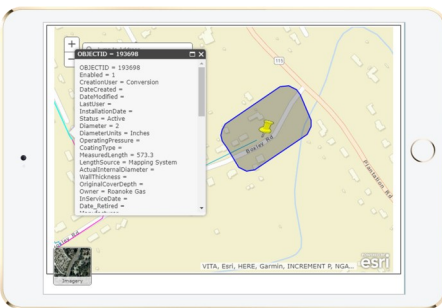
RGC's Meter Inspection Questionnaire incorporated in an SOSRemote Closing Wizard.

Once assigned, using a map or list-based screen in SOSDispatch, orders appear on the appropriate day on the tech's iPad running SOSRemote (Android and Windows versions are also available). Closing Wizards step techs through entering pertinent data for each order type, including completion time and inventory used. These Wizards typically emulate a utility's existing processes, and use spin boxes, drop-down lists and edits wherever possible to enhance the user experience.

On the inventory Wizard screen, subsets (see right) can be defined to narrow the parts list search. RGC has created subsets that represent parts on their trucks, and edits alert the tech if a selected item is not available.

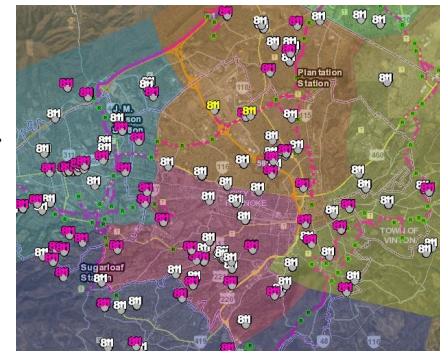


Once orders close, entered data is used to update the appropriate system either in real-time, or in the case of Inventory, using batch files. The office also has the ability to review orders prior to closing.



2nd screen of Locate Wizard gives locators access to the GIS map.

For RGC's line locate crew, the process is much the same except orders are auto-assigned by SOSMobile based on the location provided in the 811 email notification. Assignments can then be tweaked as necessary using SOSDispatch. Locate orders are stored in both the SOSMobile Server and in ArcGIS, which RGC chose as their system of record for this project. Once complete, response codes are sent back to VA811 and a Locate Manifest Report, with all associated information including any pictures taken in the field, is created.



RGC's ArcGIS map showing 811 orders with color-coding representing due dates.

*"InsightAtlast has been extremely helpful and responsive to our needs. They willingly incorporated our suggestions – making their iPad app even more user-friendly for our techs and easing their transition from a paper process. SOSMobile continues to be a great investment!"* – Bobby Wells, VP Information Technology, Roanoke Gas Company



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