



Leading cable spooling company achieves efficiencies across operations, compliance, client experience, and workflow management with qubesense solution

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Pride Energy Services attains its greatest competitive advantage and industry leadership through qubesense solution

Custom Field Service Automation solution accelerates revenue, streamlines back-office procedures, and advances operational efficiencies.



Background

Pride Energy Services [Pride] is a privately held company, providing well-site logistics for the USA upstream oil & energy industry, forte being efficient movement and storage of equipment, spooling personnel and products with an unwavering focus on operational excellence, safety, and service.

In early 2019, when Pride operated as a 3rd party vendor, Nicholas Wood stepped up to take charge of the company.

Nicholas had a corporate career in the oil & energy industry and cherished the dream to transform Pride into a significant and respected player in their domain. However, the day-to-day execution process needed to be digitalized, and efficiencies of scale had to be built across the company.

He considered various commercial off-the-shelf (COTS) technology alternatives to digitize and automate the workflow processes to streamline tasks and decrease the overheads associated with manual tasks.

Recognizing the constraints of dealing with COTS, the search was on for a comprehensive Field Service workflow automation solution that would integrate into Pride's working style without having stakeholders spend weeks learning how to use it.

This global hunt for an optimal solution led them to partner with qubesense.

“Transitioning to the qubesense solution has been our greatest competitive advantage and biggest enabler of business excellence. We're blown away by their exceptional customer service, swift deliverables, and 100% customized solution at an economical price. The solution has enabled us to accelerate revenue 400% in just 12 months. We have tremendous confidence in this system, and the ROI is really BIG!!”

This solution is a Game-Changer”

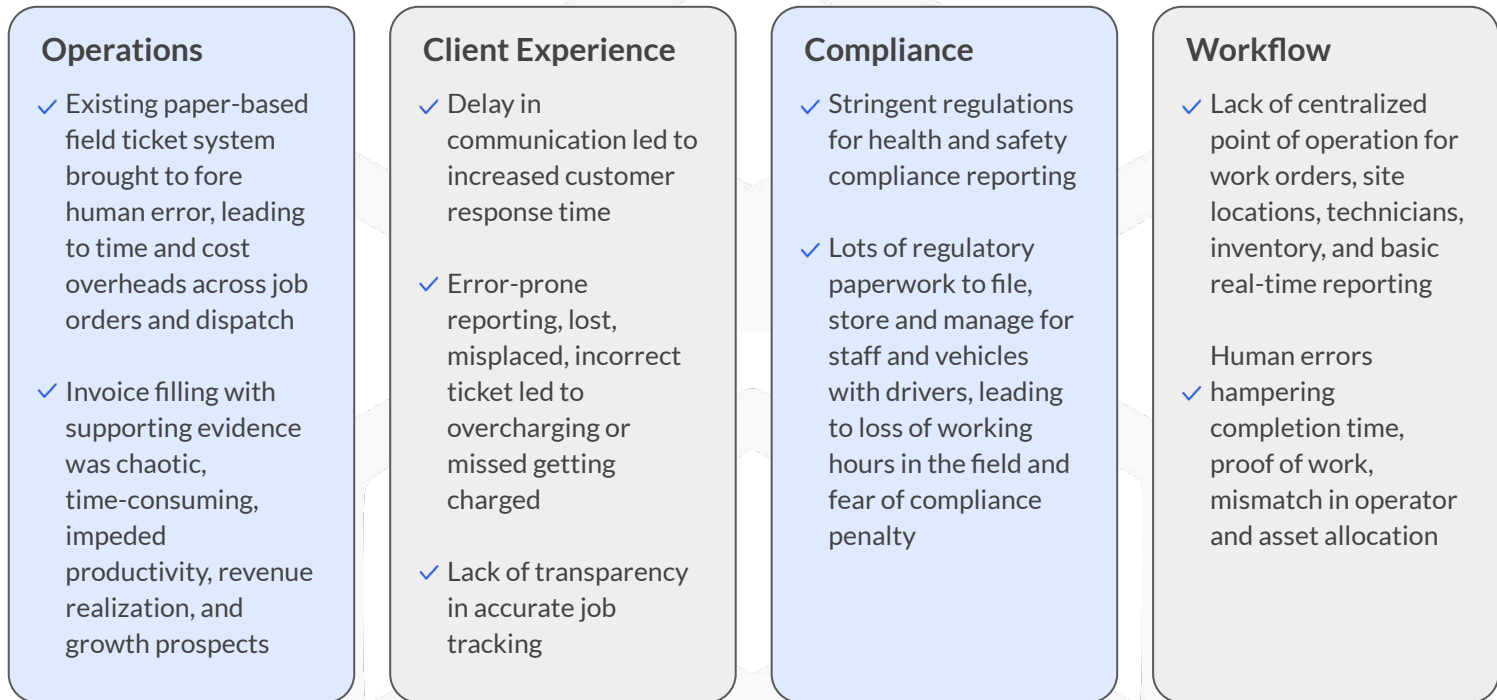


Nicholas Wood
PRESIDENT, COO

Challenge

Nicholas wanted a customized workflow management solution that would match their exact process, and could be developed and deployed rapidly in a modular manner. Unfortunately, the existing one size fits all solutions provided by one of the leading providers was not flexible enough to handle their unique business needs, and Pride's operations began to suffer.

Nicholas' vision for Digital Pride had to address and bring efficiencies across:



Approach

Pride turned these challenges into drivers for change. They realized that to achieve operational excellence, they needed a custom workflow management solution that is compatible with their existing processes. In addition, they desired a cost-effective, modular system that could be built rapidly over time.

In their global search, Nicholas realized his ideas for his Digital business were better understood by the solution experts at qubesense, and the qubesense platform enabled him to add various features and modules as and when he needed them rapidly.

Nicholas particularly liked qubesense USP – qubesense modules could be used to automate workflow management, scheduling and dispatch, invoicing, document management, compliance management, inventory management, and other daily operational functions, all on a single platform. Along with the flexibility to quickly integrate with any existing systems that were already in use at Pride.



Solution

Nicholas, along with solution experts from qubesense, jointly sketched the scope of the solution. They devised a well-defined and comprehensive custom workflow management solution that was iOS, Android, and Web compatible, UI/UX friendly, and designed for scale to quickly streamline the entire workflow.

qubesense delivered a solution that digitalized Pride’s operations across, Client Management, Scheduling, Staff and Expense Management, Contracts, quotes, and Invoicing, among others.

Nicholas and his team were extremely satisfied with the qubesense team’s outstanding technical support and the quick development and rapid implementation of modules in weeks rather than months.



Benefits

Thanks to the Intelligent Workflow Management Solution from qubesense, Pride has seen a tremendous increase in efficiencies across their business. Increased productivity levels and optimized processes have reduced workload and overhead expenses, providing the competitive advantage Nicholas desired.

Pride has been able to win several business deals by delivering organized and synchronized field service operations facilitated by the qubesense solution.

Operations

- ✓ One click 24*7 real time visibility for Nicholas across business operations
- ✓ Appropriate resource allocation boosts employee morale and productivity
- ✓ Automated billing and invoicing eliminated revenue loss
- ✓ Automated escalation mechanism to ensure quick resolutions
- ✓ One-click access for all Human resources functions
- ✓ Efficient Field Data Collection

Client Experience

- ✓ Client got visibility into their field job progress, Pride gained TRUST
- ✓ Quick Response time improved customer satisfaction
- ✓ Timely task fulfilment, resulting in repeat business
- ✓ Invoicing transparency
- ✓ In terms of attracting new business, the Solution has been their most distinguishing feature.

Compliance

- ✓ Reduced compliance process burden as documents available at click of a button, no stoppage time in field
- Automation improves
- ✓ compliance and audit readiness
- Real-time visibility
- ✓ into safety and health compliance

Workflow

- ✓ Work order automation reduced job scheduling / dispatch time, accelerated office and field procedures
- ✓ Correct allocation on 1st attempt meant no work hour wastage and confusion in field
- ✓ Business logic and rule engine to monitor exceptions in handling workflow
- ✓ Automated Job Dispatch and progress alerts
- ✓ Savings in fuel costs, non-productive billable hours