



Prominent Oil & Energy player witnesses significant growth by implementing qubesense planning and scheduling software for work order automation, dispatch streamlining, and real-time field insights

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Background

- The customer is a service provider in the oil and energy industry
- They required a highly customized planning and scheduling software for their complex workflow needs
- With around 20 locations and an average of 20 to 30 jobs each day, and over 8000 hours of operations



Challenge

- The paper-based manual field ticket system was error-prone and time-consuming
- This led to cost overheads across job orders and dispatch
- There was a lack of a centralized point of operation for controlling and monitoring:
 - Work orders
 - Site locations
 - Technicians
 - Inventory
 - Basic real-time reporting
- Error-prone reporting, misplaced, incorrect job tickets led to incorrect invoicing
- It was difficult to address complex on-site issues using multiple, fragmented systems
- It was hard to collaborate with field service teams and manage more jobs quickly and efficiently
- Human errors hampered:
 - Completion time
 - Proof of work
 - Mismatch in operator and asset allocation
- Regulations for health and safety compliance in the production planning and scheduling process were stringent
- Existing off-the-shelf employee scheduling and shift planning software couldn't handle their unique workflow requirements



Solution

- The customer collaborated with qubesense solution experts to build a comprehensive, customized scheduling solution
- qubesense solution seamlessly integrated with their existing systems
- It was compatible with iOS, Android, and the Web and was UI/UX friendly and scalable
- The solution was developed and delivered rapidly within weeks rather than months



Features

- 100% customized scheduling solution at a cost-effective price
- 24*7 real-time visibility for job allocation across locations
- The smartphone app also has an offline mode that allows technicians to work without connecting to the internet.
- The task assign module considers all critical resource information, such as:
 - Availability
 - Skill level
 - Current location
 - Priorities
 - Distance between tasks, resulting in flawless operations
- Managers can track real-time check-ins and check-outs attendance and employees' paid time off (PTO) days.
- Managers can customize reports and dashboards to gain real-time insight
- Facilitates communication with field operators in real-time, sending appointment reminders



Benefits

- In just over a year since implementing the qubesense scheduling solution, the company has grown significantly
- The client has secured numerous contracts by delivering coordinated and synchronized task fulfilment aided by the qubesense scheduling solution
- Work order automation reduced job scheduling, dispatch time, accelerated office and field procedures, and freed-up time to win more business
- Appropriate resource allocation boosts employee morale and productivity
- Managers can create customized reports and dashboards to gain real-time insight into resource planning, allocation, utility performance and identify problem areas

qubesense Intelligent Business Transformation platform can automate many aspects of your daily operations: workflow, production planning and resource scheduling, dispatching, invoicing, document management, compliance management, capacity management and inventory management, among others.