



TriTek Solutions Utility Industry Solution Suite: Mobile Office

Partner Solution

■ **Target Industry**

Energy and Utilities

■ **Business Application**

On-Site Construction Services

■ **Products**

IBM FileNet Business Process Manager

IBM FileNet Content Manager

IBM FileNet Image Manager

Business Challenge

Construction Services departments within energy and utility companies are tasked with coordinating and managing construction projects and activities of on-site employees. In an environment with significant growth and greater compliance demands, it is becoming increasingly difficult to provide these services in an efficient manner. Systems associated with construction operations are often isolated in different departments without any form of integration; therefore, employees lack a universally accessible and easily searchable central repository.

As a result of these enterprise-wide problems, employees in construction services have difficulties organizing and processing all paperwork related to construction assignments. Because these departments are responsible for maintaining and building infrastructure (such as electric, gas and steam) it is critical that the information available to employees in this segment is accurate to ensure timely construction and repairs. Correct documentation is critical for compliance with city, state or federal agency regulations covering construction requests and approvals. In a paper environment, it can take days to produce the correct documentation necessary to begin construction, resulting in costly delays.

Prior to an assignment, construction specialists typically print off paper documents for work authorizations or infrastructure layouts and bring the documents on-site. Updating the documents or retrieving additional paperwork requires a return to the office. This delay results in outdated content within the multiple repositories. In addition, the heavy reliance on paper documents at a construction site is a liability because of lost or damaged documents.

Solution

TriTek has developed a solution called Mobile Office to help streamline the construction services operations within energy and utility companies. This solution is part of their "Utility Industry Solution Suite," a comprehensive enterprise content management (ECM) and business process management (BPM) solution that leverages the IBM ECM suite of products. The Mobile Office module within the suite includes a backend electronic package preparation system and a mobile office system that provides electronic access to documents on-site.

Through the package preparation system, all legacy systems are integrated with one centralized server and all content is accessible



through a central repository. Based on TriTek's Trans@ction eXpress, a customized transaction processing application framework, this solution helps simplify the workflow process within construction services departments and also establishes a connection between workflows, documents and IBM's FileNet Content Manger. Content is stored and linked together based on layout number, permit number or any other specified unique identifier.

On-site workers are able to leverage the integrated back-end system through the Mobile Office solution. All content from the IBM ECM repository is accessible through laptops and eliminates the need to bring physical papers to the construction site. Construction specialists can search for the most recent site documents, make updates in real-time and collaborate with various other employees in the construction services segment without ever leaving the field. Employees at the company can also create a package of necessary construction documents through a dispatch system, which is automatically routed to the correct construction specialist on-site.

Value Proposition

Migrating from a paper-based system to an electronic, fully-integrated and automated system has numerous benefits for construction services departments. When officials from government agencies request documentation, such as an opening ticket, the information is easily pulled from multiple content sources. This reduces the time needed to retrieve documentation, ensuring compliance to avoid possible violations or construction delays from lost paperwork. Additionally, construction specialists can focus on the job at hand without searching for documents in their office to bring on-site. Updates are made in real-time through laptops and the possibility of lost paperwork is nearly eliminated. In addition to process benefits, the productivity of information systems is increased dramatically because all systems are integrated and connected to a centralized repository.

Company Description

TriTek Solutions, an IBM Software ValueNet Business Partner specializing in the integration of IBM FileNet products and related technologies, has become a leader in the design, development and delivery of customized Enterprise Content and Business Process Management solutions. TriTek provides industry specific solutions for the financial services, insurance, utilities and government verticals.

For more information, please contact:

*Stephanie Banks
+1 617 695 2654 x13
sbanks@tritekso.com*



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Costa Mesa, CA 92626-1420
USA

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