



**Southeast Gas Utility
Implements EAM
Program Recovery**

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A southeast gas utility launched the OASIS (Operations, Assets & System Integrity Solutions) program in the fall of 2011. The program was focused on updating the entire set of technology, processes, and procedures supporting the companies Enterprise Asset Management/Pipeline Integrity Management programs.

During the fourth and final phase of the OASIS program which was focused on Natural Gas Distribution compliance and emergency processes, the program was stalled.

In the 4th quarter of 2016, Utilligent was asked to take over the program from the incumbent system integrator who was unable to bring the program to completion. The EVP of Utility Operations at Utilligent and the utility's General Manager of Operations Support were appointed by the executive sponsor with a simple directive, get the program deployed before the end of the next fiscal year.

The Utilligent and utility team with their vendor and consulting partners went to work to re-structure and re-launch the program to achieve success. The program changed immediately in the following ways:

- Highly functional team with a two-in-a-box program structure, teaming Piedmont leaders with highly experienced Utilligent partners for team management. The ability to share and divide responsibilities allowed for a much broader management reach into the program for each of the teams.
- A formal, but very time-compressed decision-making process to address issues, changes and open items related to people, process, data, and technology.
- A very hands-on deployment and change management approach that had the deployment and training teams in the field pre and post-deployment providing hands-on support. This was critical as many field users were new to technology and it was a new way to use it.
- Strong management support as the program struggled to stay the course and fix issues.
- Removal of traditional hierarchical management structures leading to a work-as-one mindset that drove effective cross-functional /cross-team communication.
- Pragmatic approach to project delivery that mixed methodologies from Lean Six Sigma, Agile, and traditional project management. "The right tool for the right business issue".



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Business Outcomes

The new joint team successfully completed and deployed the OASIS solution for the utility's Natural Gas Business Unit on-time and on-budget.

- **Resource Centers / Employee**
 - 21 resource centers across three states
 - 1,200 back office and mobile users
 - 800 with no mobile computing experience
- **Configured / Integrated / Tested and Deployed**
 - CGI - ARM Suite
 - GE – SmallWorld (GDO, GTO, Design Manager, Fieldsmart)
 - ABB – Service Suite
- **Functionality Deployed**
 - Emergency Response/Grade 1 Repair
 - Monitor Grade 2 & 3 Leak
 - 20%, Annual, and Central Business District Leak Survey
 - Atmospheric Corrosion Inspections (ACI)
 - 811 Locates
 - Valve Inspections
 - Cathodic Protection (including Bonds, Rectifiers, Test Points, and Rectifiers) Inspections
 - Regulator Station Inspections
 - Telemetry Inspections
 - Odorant Checks
 - Inspect and Maintain Electronic Correctors and Large Volume Meters
 - Aerial Survey
 - ROW Mowing/Transmission Line Inspections
 - Repair, Replace, Retire

OASIS Defined

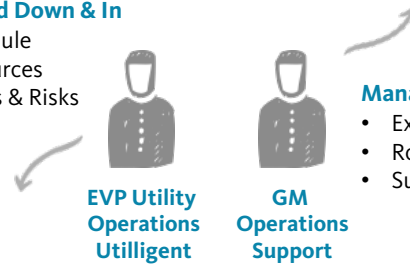
Operations, Assets, and System Integrity Solutions

The implemented program integrated technology, processes, and data to facilitate the efficient, effective and safe construction and management of pipeline assets.

Two-in-a-Box Management

Managed Down & In

- Schedule
- Resources
- Issues & Risks



Managed Up & Out

- Expectations
- Roadblocks
- Support

Utiligent Roles

Solution Architect | Deployment Lead | Change Management Lead | Training Lead

Are you being asked to do more with less?
We can help.

Time is money and no one can afford to waste it. Leveraging our experience, we can review your big picture strategy and help you quickly map out the moves to overcome your toughest challenges and stay out front.



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