Pure Energy Reduces Field Personnel Time by Over $500,000 Annually

Overview

Pure Energy field personnel generate and store megabytes of PDF files for each customer in the course of performing their duties. These files need to be uploaded to the Egnyte file service in customer-specific locations using FTP (File Transfer Protocol).

The file upload process must be simple to start and manage, and the files must be stored in their proper customer and project hierarchy.

Challenge

Pure Energy contacted Studio 6 Software to see what could be done to simplify the process of transferring these files by users across their organization.

The purpose of the project was three-fold:

1. To make the uploading and storage of job files as simple as possible for the end user, as many of the end users are not highly computer literate, or are performing at the end of a 12-16 hour work shift.
2. To ensure the appropriate metadata is stored with the file so the file can be accessed or archived at a later time.
3. To ensure the files are uploaded and archived to the correct location or folder.

Solution

UploadClient is a WPF (Windows Presentation Foundation) application that provides a simple and easy-to-learn interface for users to manage their upload sessions. They are required to perform only 3 tasks:

1. Enter a FIRE Ticket Id
2. Select the files they wish to upload
3. Choose the target FTP location

The files are uploaded automatically and the results of the session are logged in the upload location as well as in emails that are automatically created and sent to a list of target recipients.

A companion management application allows an administrator to control the inventory of FTP upload locations, their default names and folders, and security access. This is automatically downloaded to each user's laptop from a central location every time the application is launched, to ensure users are working with the latest information available.

This centralized access also manages updates to the *UploadClient* application itself, automatically downloading and running the most recent version available. This precludes the need to have IT personnel gathering laptops from remote locations to perform an upgrade every time one becomes available.

Results

At the time this calculation was done (Oct 2012), it was determined that almost 100 field personnel are saving at least 45 minutes each and every day managing the upload of their FIRE Ticket files, translating into a savings of over $500,000 annually. Since then, additional users have come on-line and additional savings are being realized.

The project sponsor's comments summed the project up nicely: *Studio 6 Software took the time to both understand our business needs and our current environment. They didn't over-complicate the upfront processes and were able to deliver visible value within a very short period of time. The value we got out of our project with Studio 6 exceeded expectations wildly. I would not hesitate to engage them again in future projects.*