leadent digital

Oracle Field Service Cloud Implementation

CALOR

The Challenge

Calor Gas needed to replace its end-of-life legacy scheduling system, with minimal disruption to integration and system architecture.

The implementation needed to be customer-focused, and future-proofed for significant changes expected to the incumbent ERP and CRM systems.

Customer orders required multiple resources including crane deliveries, skilled engineers and semi-skilled resources. This had resulted in a high level of manual planning, which Calor Gas desired to automate.

There was dissatisfaction amongst teams in the way the legacy system optimised work, and Calor Gas required greater control over the settings and strategy.

System stability needed to be improved, with stronger internal knowledge of the scheduling system, and external support.

The implementation project was to be operationally focused, lean, and provide agility throughout.

The project coincided with the wide-spread effects of the Covid-19 pandemic.

Our Approach

Leadent Digital has helped many customers with specialist implementation services. Our expert consultants draw upon their extensive operational and technical experience to shape projects to suit an individual customer's situation. The approach used at **Calor Gas** included:

- **Comprehensive discovery**, including 'Day in the Life' sessions with operational teams, playbacks and strategic overviews with management teams

- Process reviews and integration sequence diagram workshops, ensuring that all parties have **a shared picture of the requirements**

- **Informative design documentation**, that stepped through key Oracle Field Service cloud functionality, with direct links to the Oracle document store

- **Rapid initial configuration** to set up the basic functionality with operational teams.

- Delivery of **complex system requirements** such as linking of multiple activities and message scenarios

- Design of **optimisation and routing plans**, ensuring key users were central to decision-making and transferring knowledge

- Support for Calor Gas's **transition from project to BAU,** including handover to Oracle Support

- Transition to **fully remote delivery** following the implementation of Covid-19 restrictions, without delay to the project timeline

Value Delivered

- Oracle Field Service implemented with **minimal impact on integration** to existing systems, providing Calor Gas with the security and stability of cloud services

- Key operational users have the **knowledge and skills to configure** their scheduling system in line with business improvements

- All **activities are linked and optimised** according to management strategies and business goals

- Calor Gas can take advantage of **all Oracle Field Service Professional features**, such as IM Collaboration, engineer smart location, and improved field visibility of future jobs

- Key users understand and have control of their **optimisation strategies**, enabling seasonal variances to be supported

- Field and back office users feel **more engaged** with their scheduling software, **increasing collaboration and cohesion** between teams

- Calor Gas has the tools and knowledge to deliver its **required improvement in field work efficiency and customer value**.

In addition to the value of the OFS implementation, Calor Gas have also subscribed to a number of Leadent Digital's OFSC add-on services, including:

- **Resource Coverage Analytics service**
- **Form Export service**
- **Inventory Management service**
- **OFSC Data Management Tools**

"Leadent provided practical, flexible support during the project, which allowed us to take ownership of the solution, without ever feeling we were on our own. This was a defining factor in us deciding to continue the relationship with the use of Leadent's in-life OFSC services."

Stuart Thomas, Customer Engineering Support Manager

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