



## Tech Mahindra Supports a Natural Gas Distribution Company in their IFS Mobile Work Order Management Implementation Program

The client is a North American company with over half a century of experience in transporting natural gas to local natural gas distribution companies, electric power generators, and industrial users.

Tech Mahindra worked with the client and successfully implemented the IFS Mobile Work Order Management solution

### Features

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- Setup Project planning and Monitoring
- Defined Application and Server monitoring policies
- Integration Definition Methodology
- State of the art support leveraging in-house IFS COE

## Opportunities

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- Work orders and GIS were not integrated leading to manual management of work orders
- Improper maintenance planning leading to higher application downtime
- Business requirement to build one single source of truth with improved reporting facilities

## Benefits

- 100% of all work orders routed by the new implemented system
- Eliminate paperwork and gain up to 40-60 minutes of work time / tech / day
- Reduced Downtime and improved efficiency

## Highlights

- Faster access to critical information for informed decision making
- Lower admin costs and enhanced data integrity

## Our Solution

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- Implemented the IFS Mobile Work Order Management solution
- Integrated IFS GIS with TomTom
- Configured IFS Lobby
- Supported Release and Problem Management
- Provided progress based legacy application support
- Delivered Production support
- Provided Database and admin support
- Created User trainings and user manuals