



SUCCESS STORY

SALISBURY ROWAN UTILITIES

Find out more about Field Services

Increasing Productivity With Faster, Easier FOG Inspections

Salisbury Rowan Utilities (SRU) prides itself on providing quality water and wastewater services to residential and business customers. As part of its mission, the utility operates an effective Fat, Oil and Grease (FOG) program to safely manage the discharge of FOG from commercial food service establishments.

With a remit to carry out inspections across Rockwell, Salisbury, Spencer, East Spencer and Granite Quarry, North Carolina, SRU is tasked with inspecting approximately 300 FOG devices annually. This necessitates a busy schedule of activities; something which was complicated by an outdated and unreliable work management system – that is until SRU discovered AMCS Field Services.

Switching to this innovative, cloud-based asset management system enabled SRU to streamline data collection and improve work scheduling. Now, with intuitive mobile systems and real time access to asset data, Salisbury Rowan Utilities has almost halved the time it spends on FOG inspections. Significantly increasing productivity to boost both customer compliance and satisfaction.

Mobile Technology Simplifies Inspections

Like any town across America with a network of restaurants and commercial food retailers, Salisbury and its neighbouring towns are mandated by federal and state government to operate a Fat, Oil and Grease (FOG) program. Periodic inspections are essential to ensure compliance with regulations on the treatment and disposal of FOG and as such, the program involves recording data from a range of FOG devices including grease traps and interceptors.

With approximately 300 devices to inspect annually, the SRU team were initially completing inspections manually and typing up information when they returned to the office. Updating changes to client information also had to be coordinated through different departments, ultimately leading to more work.

Keen to increase efficiency, SRU initially tried utilising work management software on a laptop with an air card but found the technology unreliable. As a result, the team began to look for new ways to streamline data collection, ultimately opting for web-based asset management system, AMCS Field Services in 2012.

Formerly known as Utility Cloud, this web-based solution is ideal for utilities, helping to manage and maintain asset infrastructure with streamlined scheduling and simple reporting using a mobile device. SRU was quick to see the benefits and soon found they could reduce the time needed to complete their annual FOG inspections program by 40 percent.

Customised Access To Asset Data

As SRU discovered, AMCS Field Services provides a highly customisable solution for asset management. This cloud-based 'Software-as-a-Service' platform was able to replace the company's cumbersome paper forms, store all asset data, and enable users to visually manage assets.

To this end, the program provides a list of all devices and assets including facility name, location, owner and contact information. With a visual representation of every site location, each represented by a colour-coded icon, SRU can see at a glance whether inspections are complete or due.

On site, inspection staff also benefit from a customised inspection form, tailored to help SRU meet its regulatory requirements.

Measurable Time Savings

Utilizing iPads and the AMCS Field Services Mobile application, SRU has realised various improvements.

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For example, the team can now easily edit site locations or attributes and verify that the inspector is at the correct location. A tailored, easy to complete inspection form also ensures that all necessary fields are collected by the inspector.

In fact, AMCS Field Services allows SRU to complete inspections in just 15 minutes, where previously they could take up to 1 hour, thereby reducing the impact to customer.

Real-Time Access to Data

Thanks to the introduction of AMCS Field Services, field staff and supervisors have immediate access to relevant data. All completed inspections are stored and available along with work orders, operations and maintenance manuals, system drawings, as-built drawings, pictures and any notes that may have been taken concerning each site.

And its not just field staff that benefit. The system also provides the SRU management team with a real-time view of the location of field inspectors, the status of work, and data being collected.

Improved Communication

Finally, AMCS Field Services has also improved communication, both within SRU and with customers. Internally this means updates to the system, including customer information and completed inspections, are available for all users working to coordinate the FOG program across different offices and departments. Even SRU's GIS system can be updated with data exported from AMCS Field Services as needed.

Once inspection is complete, the system also works to improve customer relations. As an example, inspection data is automatically forwarded to a customized report containing the SRU letter head, which is then sent to the property owner. The report contains a summary of the inspection and any corrective action that is required to achieve compliance.

Flexibility for the Future

“Utility Cloud has helped us significantly reduce the number of customers who are not in compliance. Our customers are impressed with the professionalism of the FOG program and appreciate our streamlined inspection process which allows them to continue with their daily operations with minimal impact.”

Teresa Barringer, FOG Coordinator

After more than a decade with AMCS Field Services, SRU would be lost without this one-of-a kind software to ensure its FOG inspection program runs smoothly.

Not only does the platform automatically follow up work orders resulting from FOG inspections and ensure they are tracked within the system, but AMCS Field Services has also been instrumental in maintaining other key assets. Indeed, SRU also uses AMCS Field Services to maintain information on 37 pump stations to provide field personnel with access to key facility information via their mobile device.

And it doesn't end there. Looking to the future, as SRU grows AMCS Field Services will be there to support the team, making it easy to add additional assets to the map and create intuitive forms to handle new asset management needs. With no need for programming and an easy approach to updates, AMCS Field Services is ready for anything.

Find out how AMCS Field Services could help save time and improve quality for your utility

AMCS Field Services provides an effective fixed asset management solution for the utilities industry. Whether your utility provides water, natural gas, electricity, or a combination of all three – our software solution provides your team with visibility into field operations, sample management tracking, and the health of your infrastructure.

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