



Vertex Resource Services

Automating LDAR Work Orders to Ensure Accuracy, Speed and Compliance

Vertex Resource Services has been a leading provider of environmental services across North America for the last 50 years. They have 28 offices across North America, servicing clients in the oil and gas, oil sands, petrochemical, renewable energy, utilities, agriculture, forestry, drilling, midstream, mining, aggregate and municipal sectors.



Client:

Vertex Resource Services

Challenge:

Standardizing data collection, workflow and compliance reporting

Solution:

Mobile software with unlimited users and shared work orders

Vertex's LDAR Process

One of the many services offered by Vertex is helping ensure environmental regulatory compliance (OOOOa) in the US oil and gas sector through Leak Detection and Repair (LDAR) programs. Previously, this process involved inspectors, repairmen and verifiers using a variety of different systems and methods, like using paper forms and excel sheets, to record field data. However, this proved to be a cumbersome undertaking for Vertex's LDAR Program Managers, who were expected to chase down field workers, manually standardize their data, generate reports and ultimately prove regulatory compliance all while adhering to a strict time frame. Vertex needed to standardize their LDAR workflow and data collection methods in order to streamline the effort required to achieve full compliance for their customers.

Ensuring Accuracy, Speed and Compliance

In order to standardize their LDAR process and streamline work, Vertex required a flexible mobile solution. The software needed to be intuitive and easy to use to reduce the level of upfront regulatory knowledge that field technicians needed to be successful. To accomplish all of this without compromising compliance, Vertex needed to work with a software company who not only understood the many unique needs of the sector's varied clients, but also had significant in-house expertise of the relevant government regulations. Realizing the expensive and time consuming process to develop their own custom software through coding software companies, Vertex sought out help from Mobile Epiphany, who have been tackling LDAR since CO Regulation 7 back in 2014.

Krinkle LDAR Tracker® is a mobile solution created by Mobile Epiphany's Rapid Application Configuration (RAC) platform. RAC is a codeless platform used to address business challenges quickly and cost-effectively. Krinkle LDAR Tracker® conclusively addressed the main cost and deployment concerns Vertex initially had about adopting a mobile software, leading them to deploy the solution.



«We had considered developing our own software in house, but we also understood the potential years of time and millions of dollars such a risky effort might entail. After considerable market research, we realized that Krinkle's software was enterprise-level and field-proven. It was "out-of-the-box" ready to easily train and deploy.»

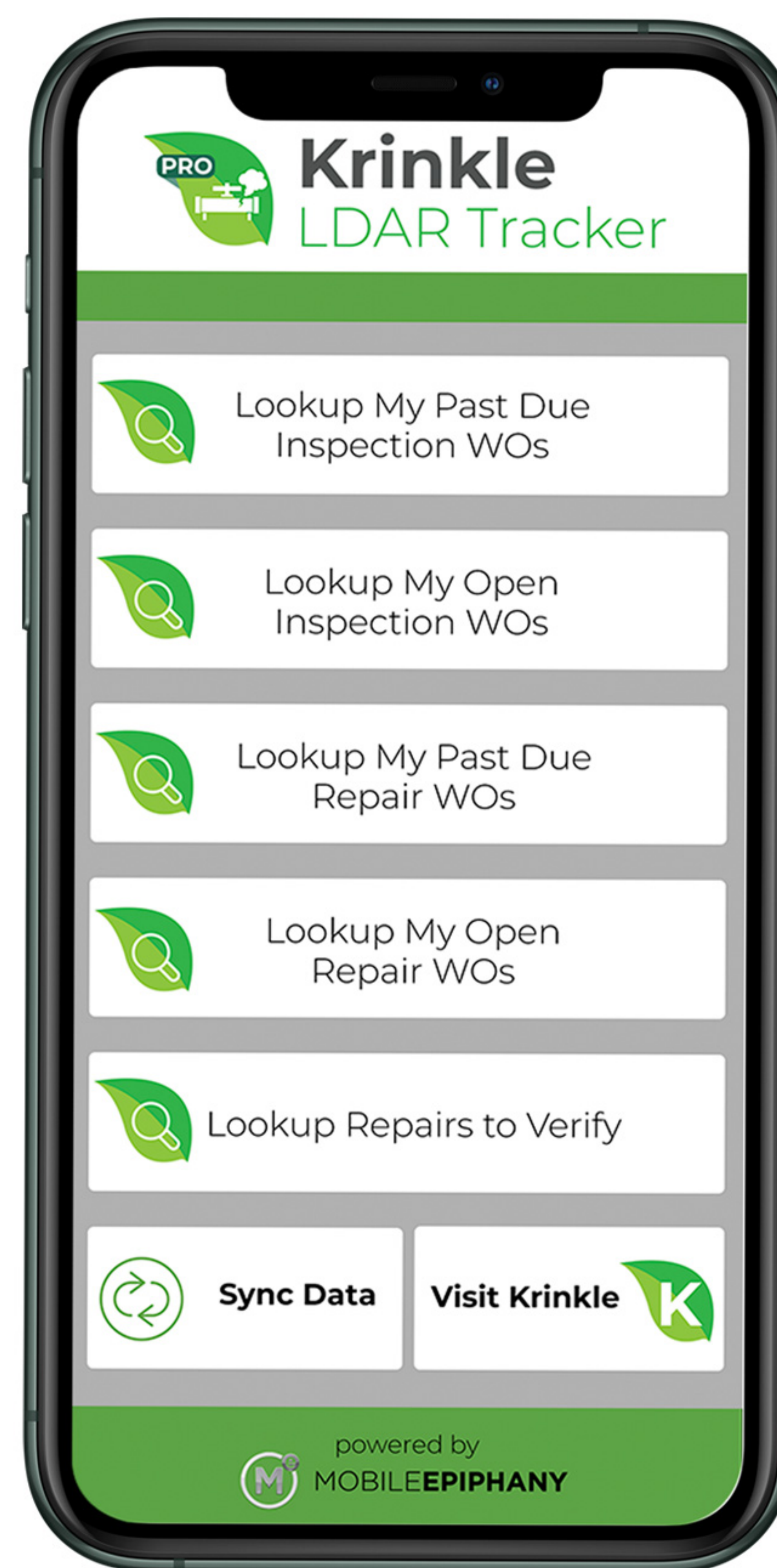
**~Dhugal Hanton,
VP of US Operations**

Krinkle LDAR Tracker® guides each of its users, step by step, through their respective work flow and only asks for information that is relevant to their current role. The field data is then automatically pushed from their mobile devices to a centralized database, effectively standardizing Vertex's data collection, storage and reporting process. This drastically streamlined Vertex's LDAR Program Manager's work, without compromising regulatory compliance. While this greatly improved the LDAR process as a whole, Vertex began seeing the potential in Mobile Epiphany's platform and other ways they could continue improving their business.

Innovative Updates

Once Krinkle LDAR Tracker® proved it could streamline LDAR workflow, data collection and reporting from a centralized database, Vertex realized that Mobile Epiphany had the technology to solve the next-level challenges that their national clients were facing. Large national oil and gas asset owners often have multiple subcontractors and internal departments servicing different parts of the LDAR process. At any given time, there could be multiple subcontractors working on inspection, who then must pass the repair work back to the asset owners' own repair technicians or a repair sub-contractor. When repairs are completed, the work must then pass to verification subcontractors for final review in order to close the work order. A work order in this scenario needs to travel through three different organizations, which increases the chance of miscommunication, lengthens cycle time and consequently can lead to falling out of compliance.

Vertex needed a software to automatically push the work order forward following OOOOa regulations. Its user system needed to be flexible to let all parties involved in the process (Asset owners, different departments, subcontractors, etc.) have access to their relevant work orders, ensuring every step of the assigned work is tightly connected by the software. Due to the success of Krinkle LDAR Tracker®'s deployment, Vertex began meeting with Krinkle again to learn how they could achieve an automated and "shared work order" process.



Automating Shared LDAR Work Orders



Because of Mobile Epiphany's RAC platform, they were able to quickly and cost-effectively add a series of new concepts to the updated "pro" version of Krinkle LDAR Tracker®. The new "Shared Work Order" system automatically pushes the initial work order forward to all the subsequent users who need it (the initial inspector, then repair techs, then verifiers, etc.), simply by detecting when the previous step is complete. This eliminates the need for the project managers to engage in endless phone calls, coordination meetings, excel files and forgotten or lost next steps.

With Krinkle LDAR Tracker Pro® developed and deployed successfully since early 2019, Vertex began seeing immediate results. They began receiving more and more positive feedback from their large-scale and smaller clients because they were able to rapidly and consistently drive OOOOa compliance. Vertex's success with its many customers validates Mobile Epiphany's RAC platform and its ability to innovate quickly in complex business processes.

Get in Touch

Mobile Epiphany, and their Krinkle brand of mobile apps, enables businesses to create and/or adapt existing mobile solutions rapidly and cost-effectively. Contact us today to see how Mobile Epiphany can help your business challenges.

Mobile Epiphany provides enterprise-class mobile applications that simplify business processes and increase operational efficiency for many different industries. Mobile Epiphany has distinguished itself from its competitors through its code-free rapid application configuration technology that allows them to implement mobile application projects faster and more cost-effectively than other solutions. Krinkle is Mobile Epiphany's mobile application product brand that uses out-of-the-box apps to target business challenges in industries like oil & gas, fire and life safety, telecommunications, RFID and barcode asset tracking, heavy machinery, and many more. Learn more at www.mobileepiphany.com