



CASE STUDY: **Fluxys Improves Pipeline Construction and Maintenance with Mobility**

BACKGROUND

Fluxys is the independent operator of the natural gas transport, transit and storage infrastructure in Belgium. The company also operates the Liquefied Natural Gas terminal in Zeebrugge and the Zeebrugge Hub, one of the foremost international short-term natural gas markets in Europe. Driven by its first mover approach, Fluxys has developed its infrastructure to serve as the crossroads of international gas flows in Western Europe.



MOBILITY STREAMLINES FIELD SERVICE OPERATIONS

Pipeline construction and maintenance is crucial to Fluxys' entire business – it employs a sizeable field workforce in order to ensure the smooth running of these operations at all times. While Fluxys had an existing mobile solution for conducting pipe inspections, the company relied upon paper-based processes for basic maintenance tasks such as providing feedback, order placements, and providing job descriptions to field workers. The company recognized the need to automate these processes and standardize the information being fed back to its SAP Plans & Maintenance system.

A PLATFORM FOR SUCCESS

Fluxys built a solution on the Antenna Concert mobility platform, which consists of two mobile applications that integrate with the SAP Plans & Maintenance back office system. Both applications, Mobile Inspection and Maintenance Application (MIMA) and Site Application Mobile Solutions (SAMOS) are deployed on Panasonic CF19 devices.

“We selected Antenna’s mobility platform based on its ability to easily integrate with different backend systems and its .NET integration capabilities, which simplify the task of designing the application itself.”

- Rudy Putteman, Mobility Project lead , ICT, Fluxys

Fluxsys' Antenna Mobile Solution

CONCLUSION

Thanks to Antenna's mobility platform, Fluxys can support numerous customized applications in order to deliver across-the-board process improvements and ensure that all workers can fulfill tasks quicker and more effectively. The Fluxys mobile solution has helped the company maintain its position as a market leader through:

- Improved field operations management, with the ability to share information more quickly between business units
- Standardized data and improved delivery from field workers to the SAP system
- A construction business unit that's now able to share information with its field workers, optimizing the quality of their follow up and responsiveness during the construction project

For companies like Fluxys, with large numbers of field workers, mobility solutions have the potential to provide rapid return-on-investment and a longer lifespan while meeting the increasingly complex requirements to support changes in processes, devices and back-office system integration.