

CASE STUDY: ENERGY / PROPANE DISTRIBUTOR

Optimize end to end field service automation by connecting Oracle Field Service and JD Edwards

Business Overview

- Full-service propane and oil company (both residential and commercial)
- Serves New Hampshire, Maine, Massachusetts, Rhode Island and Vermont

Business Challenge

- Outdated IT systems utilized for Work Order creation and dispatching
- Lack of visibility from Incident creation to Work Order completion

Oracle Solution



- Greater visibility into full workflow processes and field resource utilization
- Key Work Order integration to JD Edwards
- Customized plugin solutions for Calendar Scheduling, bulk installation of parts, Time Sheet labor tracking, and receipt printing from customer's Zebra Mobile Printing units