



Customer Story

Northpower

Northpower Drives Customer Satisfaction and Field Technician Productivity with Colligo iPad App.

INDUSTRY: Oil, Gas and Utilities
USE CASE: Mobile SharePoint Access

Introduction

Northpower is one of New Zealand's largest multi-utility contractors, with a reputation for safety, excellence and innovation. Northpower's field service technicians work in urban and remote rural areas, often under challenging conditions. In order to deliver high quality service, it is crucial that field workers have access to current documentation regardless of connectivity.



"We needed a solution that would ensure our field workers have the latest content—even when in remote areas where there is no connectivity. Colligo is fast, easy to work with, and content is available offline. Importantly, it is allowing our technicians to work more safely."

Mike Wright, Business Systems Analyst

Northpower

SUMMARY

CHALLENGE

- Field service technicians needed access to critical safety content, including when offline
- Documents and standards changed frequently
- Paper-based processes were unreliable and inefficient

SOLUTION

- Content was controlled and centralized in SharePoint
- Colligo Engage enables the distribution of updated safety documents and procedure manuals to field workers on mobile devices, even when offline

RESULTS

- Improved field worker safety and productivity
- Simplified compliance
- Ended the manual distribution of stacks of paper
- Increased customer satisfaction

Business Challenge

It is imperative that Northpower's field workers have the most current versions of documents such as standards, drawings, procedures and best practices for working on a variety of electricity networks around the North Island. This information needs to be at hand whether technicians are operating in remote locations, areas with poor coverage or difficult conditions and terrain—therefore the solution has to work offline. Documentation ranged from company to customer specific, yet they all needed to come from a controlled source. These documents and standards changed frequently and the company needed confidence that every set of data was current.

Solution

Hundreds of Northpower field workers are now equipped with Colligo apps on their iPads (with rugged covers for additional protection). Since technicians working in the field can't rely on connectivity in remote areas, Colligo automatically syncs to SharePoint when the user connects to Northpower's corporate wireless network to ensure that workers always have access to the latest content, even when offline.

Northpower also uses Colligo for centralized configuration and management. This is a key component in managing who has access to certain information, while also enabling devices to contain content for the specific customers they are working for.

Results

Using Colligo on iPads to access content in SharePoint has had a significant impact on the success of the business. Where deployed, Northpower has considerably reduced the use of paper, achieved reliable document management in the field and improved customer service delivery.

By deploying Colligo, Northpower has:

- Increased customer satisfaction by ensuring field service technicians always have access to up-to-date content
- Improved field worker safety and productivity through providing fast iPad access to content
- Driven higher quality control by implementing change management policies directly through SharePoint
- Dramatically cut paper use







Colligo is a leading provider of collaborative apps for the digital workplace, extending Microsoft SharePoint, Office 365, and OneDrive for Business. The company's award-winning, unified suite is used by organizations every day for document distribution, mobile collaboration, and email records management. Colligo is a Microsoft Gold Application Development Partner and Microsoft Silver Cloud Platform Partner. Over 20 major energy utilities and field service providers, as well as 4 of the top 5 oil and gas corporations in the world use Colligo Engage today.

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You've invested time and money to deploy SharePoint. Now is the time to fully leverage your system for the unique business scenarios of your users.