



## Wireless Field Ticketing

### The TELUS advantage

TELUS knows the energy business. We have been providing solutions to the energy sector since its inception as an industry. To serve your needs, we have more than 1000 IT professionals, project managers and on-site technical staff located throughout Western Canada. With TELUS, your company gains an extensive set of IT-enabling solutions for the energy sector, backed by unmatched depth and breadth of expertise in the energy sector.

### Today's business issues

Given fluctuating energy prices in today's climate of economic uncertainty, energy service and supply companies are focused on ways to increase cash flow and speed up payments. But the work order and job process in the field tends to be a bottleneck. It is still largely a manual, paper-based effort that is prone to errors, costly and inefficient.

### Cash straight to the bottom line

TELUS Wireless Field Ticketing can solve these problems. With this new solution, energy service and supply companies can electronically capture crucial operational and billing information from the field. You will be able to eliminate paper in the field, eliminate costly re-keying errors and report on every aspect of your field operations. The result is lower administration costs and faster cash flow.

The solution leverages TELUS' IT management and infrastructure services together with our high-speed wireless network and industry-leading software from Spira Data Corp.™ TELUS and partner Spira have built rigorous detail and comprehensive oilfield knowledge into each ticket.

### Your competitive advantage

From field devices to software and support, only TELUS provides an end-to-end field ticketing solution for energy service companies. Your company can gain a competitive advantage from increased efficiency due to:

**Faster invoicing.** Paper handling slows down every process. TELUS Wireless Field Ticketing can be easily integrated into financial and back office systems, which translates into faster and more accurate billing and accelerated improve cycle times on expenditures, billings, invoicing, ticketing.

**Fewer errors.** Electronic tickets reduce errors, which lowers the cost of business operations.

**Real-time reporting.** With TELUS Wireless Field Ticketing, you gain improved operational information coming from the field.

**Reliable connectivity and security.** TELUS provides safe, secure data transmission and storage. All transmitted data is encrypted, logged and backed up.

**Reduced costs.** With the elimination of data rekeying for payroll and billing, administrative personnel can be re-deployed towards more value-added activities.

**Improved customer service.** Provide your customers with detailed reports on field work completed including fast and accurate billing information captured at time of service.

**Improved compliance.** Better data capture in the field provides real time and historical data for expenditures, billings, invoicing, ticketing and safety.

## Wireless Field Ticketing

### Streamline your billing and field operations

For many companies, field ticketing is a manual process, which often means that less than 20 per cent of operational data is actually recorded. TELUS Wireless Field Ticketing provides the capabilities needed to ensure that job orders and related documents are handled as effectively and efficiently as possible.

**Extend your reach.** Digital tickets run in the field on laptops, handhelds and tablets. Capturing data and digital signatures has never been easier.

**Gain online, offline capabilities.** If you can't get an Internet connection in the field, TELUS Wireless Field Ticketing maintains an updated offline version so you will always be able to produce a complete ticket in the field. Once a connection is recognized, data is sent to be approved and invoiced.

**Access your current price book.** All the information your field staff needs for constructing an accurate ticket is at their fingertips. Select a service from a drop-down menu and a price is automatically calculated and added to the digital ticket.

**Enter data only once.** Field staff can only enter data required for your digital ticket. By using forced navigation and drop-down boxes, the system is smart enough to know when the tickets are not completed correctly or areas are missing.

**Use your rules.** TELUS Wireless Field Ticketing can be tailored to meet your needs. It can be set up to handle multiple price book exceptions – services that cannot exist with certain jobs, pricing by depth, setting minimum and maximum values, and customers who receive discounts for certain services. Tickets automatically route themselves to the right people after they are signed off in the field.

### Field ticketing comparison

TYPICAL TICKET FLOW PROCESSES	MANUAL SYSTEM	TELUS WIRELESS FIELD TICKETING
Creation of ticket	Operator manually fills out field ticket, often with missed items and erroneous pricing.	Operator fills out digital ticket. Pricing and customer information are automatically added.
Delivery to head office	Time elapsed until ticket delivery to head office: up to 15 days.	Ticket sent to the office immediately. Estimated time: zero days.
Corrections and adjustments process	Re-keying, sales discounting, approval, ticket/invoice matching. Estimated time to invoice generation: up to 15 days.	Corrections and adjustments are not required because data is entered only once during field work and validated at the time of entry. Estimated time to invoice generation: one day or less.
Time from job completion to customer invoice	Up to 30 business days.	As little as one business day.

**GET THE BEST FOR YOUR BUSINESS.** Do more with TELUS solutions. Connect with us today and we'll show you how. Contact your TELUS Account Executive, email [wireless.ticketing@telus.com](mailto:wireless.ticketing@telus.com) or visit [telus.com/wirelessticketing](http://telus.com/wirelessticketing)