



wireless field ticketing

IP solution provides faster, more accurate invoicing and reporting for oilfield service companies

make better decisions, faster

The field supervisors working for a Calgary-based oil well logging company were struggling with their manual, paper-based system for field ticketing. It was inefficient, prone to errors, and did not capture operational data in a timely manner. The company approached TELUS for an electronic field invoice system that would securely and affordably transmit all data back to the office.

The result is TELUS Wireless Field Ticketing, a solution now available to the energy industry. TELUS and software partner Spira Data Corp. have built rigorous detail and comprehensive oilfield knowledge into each ticket. With this new solution, oilfield supply and service companies can eliminate paper in the field to get paid more quickly, eliminate costly re-keying errors and report on every aspect of their field operations. The result is increased efficiency and improved customer service.

TELUS is the first to deliver a fully managed end-to-end field ticketing solution for the energy industry. The service leverages TELUS' IT management and infrastructure services and TELUS Mobility's network, the largest, most robust network available to the energy sector. The solution includes software, hosting, field devices, support, secure wireless connectivity, and back office financial integration.

your competitive advantage

TELUS Wireless Field Ticketing allows companies to electronically capture crucial operational status and billing information from the field. Your company can gain a competitive advantage from increased efficiency due to:

Faster invoicing. Paper handling slows down every process. TELUS Wireless Field Ticketing delivers financial and back office integration which translates into faster and more accurate billing, and improves accounts receivable cycle times.

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

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

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

Lower cost of ownership. Because TELUS Wireless Field Ticketing is a fully managed and maintained service, costs are lower, predictable and controlled. Our solution includes all hardware, software, remote management, monitoring and maintenance.

Improved customer service. Businesses receiving your invoices will be able to smoothly integrate your electronic bills into their existing accounts payable software.

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 Alberta and British Columbia. With TELUS, your company gains an extensive set of IT-enabled solutions for the energy sector, backed by unmatched depth and breadth of expertise in the energy sector.

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streamline your billing and field operations

Field ticketing is predominantly a manual process for many companies, 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 invoices and related documents are handled as effectively and efficiently as possible.

Increase 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 ticket in the field complete with services and prices. 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 all sorts of price book exceptions – services that cannot exist with certain jobs, pricing by depth and 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 ticket.	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 base module via the Web. 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.