



**CASE STUDY**

# **FASTER UTILITY PROJECT DELIVERY WITH SYSTEM INTEGRATION**

## BACKGROUND

# about the client

A gas and electric utilities division of a corporation that produces, markets, and delivers vital electricity, coal, oil, and natural gas to customers.

The company serves over one million electric and natural gas utility customers in more than 800 communities in Arkansas, Colorado, Iowa, Kansas, Montana, Nebraska, South Dakota, and Wyoming.



**“Bits In Glass helped us implement a new, modern project and document management process, which is an integral aspect of our daily operations.**

**Their MuleSoft expertise was unmatched and they truly partnered with us, setting us up for long-term success. We’re now much more productive and efficient, allowing our employees to complete and manage better land agreements, which ultimately benefits our customers.”**

## CHALLENGES

# MANUAL PROJECT MANAGEMENT

As part of its utilities operations, the energy company works closely with landowners, signing and managing agreements for the use of their land for energy infrastructure.

These land agreements involve a lot of documentation ranging from legal documents and permits to invoices and payment records.

The company stores all its documentation in a system called FileNet, but did not have a system in place to act as the source of truth for all the company's land-related projects.

They used manual workarounds like spreadsheets and file cabinets to manage project information, but there was no simple digital connection between documentation and projects.

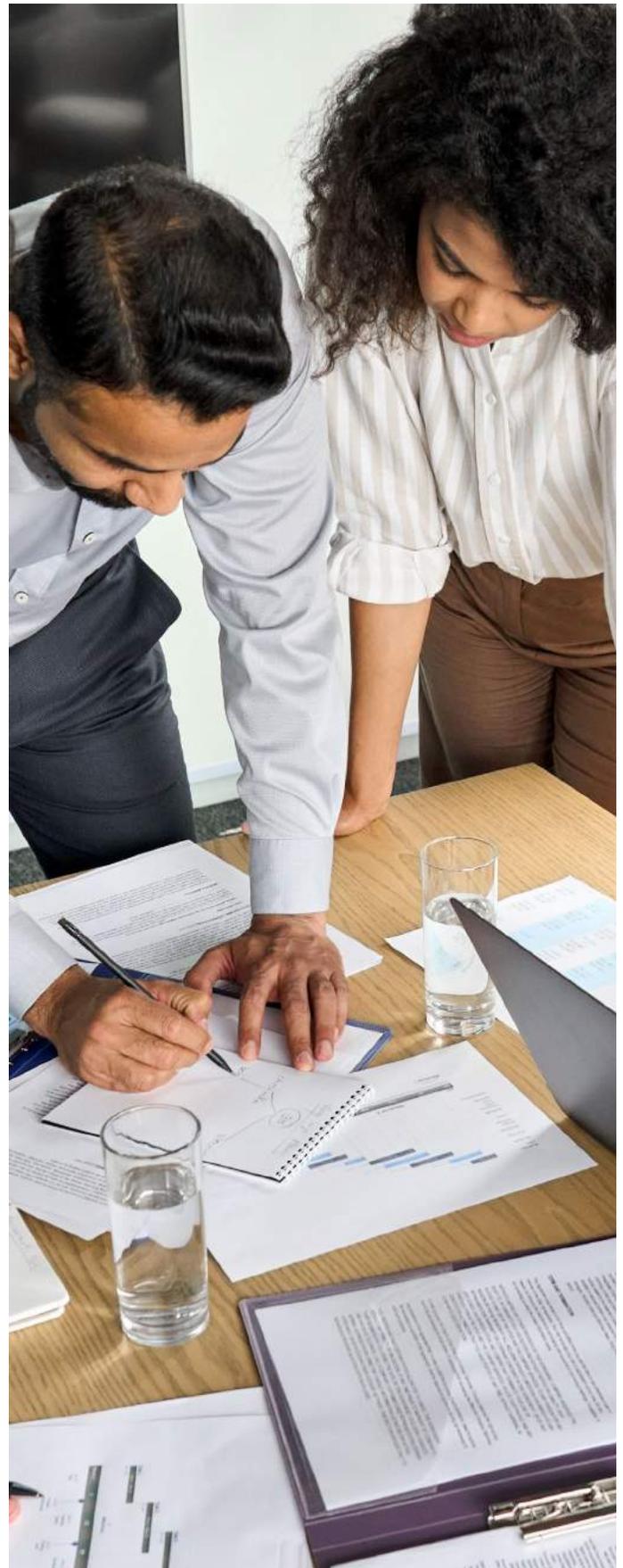
Employees experienced frustration over not having visibility into project details, not being able to find documents in FileNet, and inconsistencies with data being entered differently across documents.

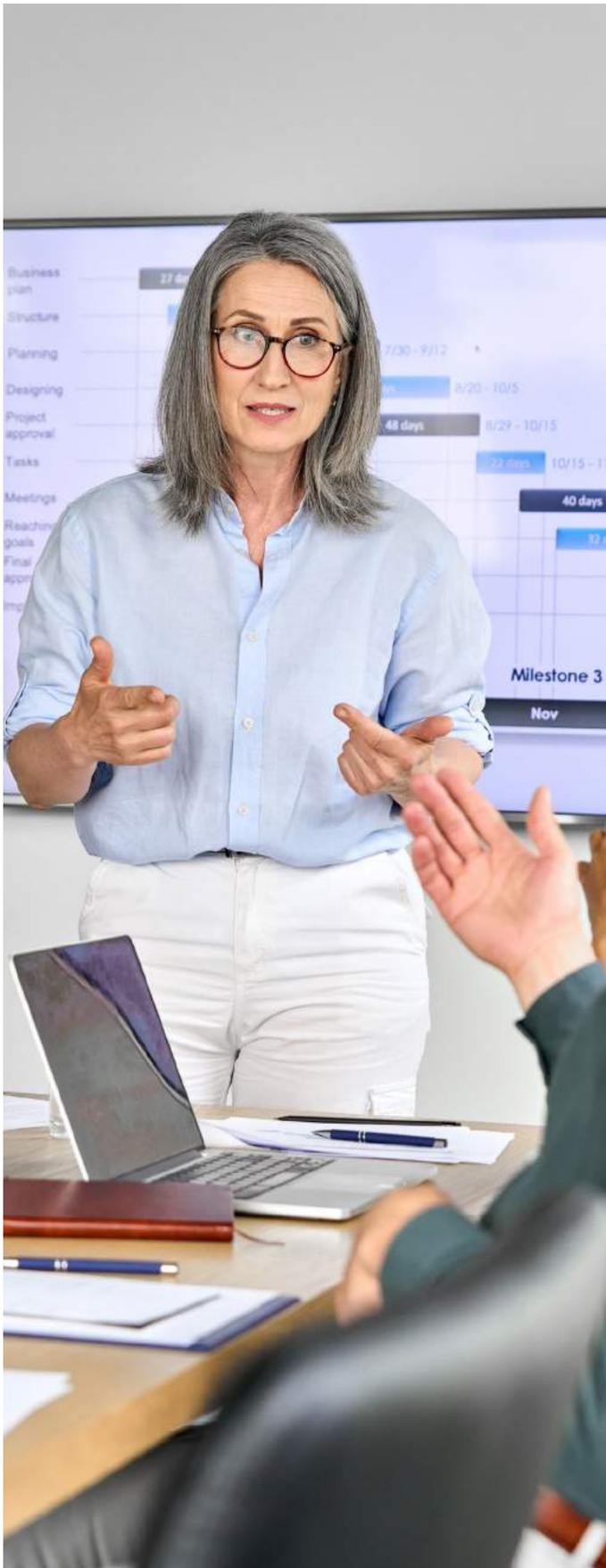
For example, for a home address, some documents had "Avenue" while others had the shortened "Ave." Other times, fields were left blank, or weren't filled out correctly, impacting searchability and retrieval.

If employees couldn't find digital copies of what they were looking for, they would resort to digging through file cabinets and calling county offices for missing information. Often times, this process would result in unplanned costs and project delays.

During land negotiations and agreements, it's key to have all the right information at the right time, and the company was struggling to make this a reality.

The company was looking to implement a land management system, called LandWorks, that would store all project information and could connect and communicate with FileNet. The goal was to provide employees with one source of truth for all land projects.





## SOLUTIONS

# MODERNIZED, INTEGRATED SYSTEMS

With MuleSoft already in place, Bits In Glass was brought on to modernize disparate systems and enable communication between FileNet and LandWorks using MuleSoft.

### **Integrate FileNet and LandWorks**

Designed to organize, administer, and report on all agreements, obligations, and payments, LandWorks helps manage workflows and tasks necessary for both acquiring new and managing existing land-related projects.

Now, when a project is created in LandWorks, it provides a hub for all related documentation.

When employees upload project documents into FileNet, MuleSoft automatically transfers the new documents from FileNet over to LandWorks in real-time. It populates the required fields, eliminating any risks of manual data entry inconsistencies and errors.

Plus, when any changes, updates, or additions are made to project information in LandWorks, MuleSoft also automatically transfers that data back to FileNet. The system now ensures data is consistent across all systems, without any manual intervention.

This automated process eliminates the need for spreadsheets or paper documents in file cabinets. LandWorks houses all project information and MuleSoft integrates the flow from LandWorks to FileNet.

The new process also compiles and emails the company a daily error report of documents that weren't uploaded or transferred properly, which allows them to address documentation issues faster.

## RESULTS



### FASTER PROJECT DELIVERY

The new LandWorks system, integrated with FileNet, accelerates project delivery. It **reduces time spent** uploading, updating, and searching for project documentation.



### IMPROVED DATA ACCESS

Integrated project management provides more consistent, accurate, and accessible which **enhances landowner negotiations** and collaboration.



### HAPPIER EMPLOYEES

The automated process **dramatically reduces manual data entry and intervention** required by employees, improving productivity and satisfaction.



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