Background

This industrial energy company manufactures wind turbines and builds wind farms. It has installed enough wind turbines in 25 countries spanning four continents to generate more than 16,000 megawatts (MW) of power. The annual equivalent of this production amounts to more than 3.45 million tons of petroleum (TPE) per year and prevents the emission into the atmosphere of over 24 million tons of CO_2 a year. With branches in 13 countries, this company is one of the world's leaders in the promotion and development of renewable energy.

The company's wind turbines are installed at over 600 wind farms worldwide with a rapidly growing number of those occurring in the U.S. When the U.S. operation was formed in 2006, the quality group used paper forms as the means to generate non-conformity reports (NCR), and service or repair requests, for specific wind turbines. There was no practical way for field representatives to access the company's core ERP (SAP) to electronically generate NCRs. This paper-based process created several challenges:

• The information provided on the forms was inconsistent from one form to the next. Rarely was all the needed information provided requiring control center agents to contact field representatives and ask them for the missing data.

• Once an NCR was created properly, the process of notifying specific field representatives and contractors of the tasks and parts required for a particular request was time consuming.

• The status of NCRs was tracked manually through phone calls and emails, creating latencies.

These challenges prompted Tamara Baez, Control Center Supervisor, to search for a solution that would be simple to deploy and maintain, inexpensive to own, and easy for a nationwide, field-based team to share regardless of their location.

> " I need to be able to track and run reports on my own in as little time as possible. As soon as I saw TrackVia, I immediately realized that it was the tool for me. I'm able to automatically broadcast alerts and non-conformity reports (NCR) to specific groups of people. I no longer have to manually create messages in order to send NCRs to field representatives. "

Tamara Baez
Control Center Supervisor
Fortune 500 Industrial Energy Company

F500 INDUSTRIAL ENERGY

One of the world's leading industrial energy companies producing renewable energy wind farms around the world.

To date, this firm has installed more than 16,000 megawatts (MW) of wind farms in 25 countries, displacing over 3.45M tons of petroleum and 24M tons of carbon dioxide per year.

Fortune 500 Industrial Energy Company's Solution

Baez knew that a technology-based solution was required. It had to be powerful enough to meet operational requirements but easy enough for her to deploy and maintain without IT support. She moved in the direction of online databases, landing on TrackVia, which she found to be simple, powerful, and affordable—just what she was looking for. With TrackVia, Baez's team was able to accomplish the following:

• Get up and running in three days—including setup of the relational database, creation of forms, custom views, and import of existing data—without help from IT or external consultants

• Improve workflow automation—service representatives both at headquarters and in the field can create and track NCRs in TrackVia through an Internet browser running secure socket layer (SSL)

• Real-time alerts—once an NCR is created, automatic alerts are triggered to inform the responsible service representatives and contractors through TrackVia auto-generated emails

• Synchronize data between TrackVia and SAP—TrackVia provides the NCR data to SAP; SAP provides an official tracking number to TrackVia

• Automatically track a service request through each stage in the workflow: assigned, in-process, work completed, and closed

• Quickly respond to ad hoc requests using an Internet-style search box—representatives can search using any term in the database such as customer number, serial number, part number, and issue type

• Easily run standard or ad hoc management reports on service performance and issue trends

Implementing TrackVia to manage the NCR workflow has paid off handsomely for the U.S. operation. Although the number of installed wind turbines has increased dramatically over the past 3 years, the quality group has actually grown more efficient due to the process automation enabled by TrackVia. According to Baez, "TrackVia has allowed internal processes to run more smoothly. We'll have people and materials in the right place at the right time to get the job done."

The magnitude of these improvements has not gone unnoticed. Other groups now use TrackVia in new applications that include contractor certification tracking and tool maintenance alerts.

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The number of days it took this Baez and her team to implement TrackVia's relational database, custom forms and views, and import existing data—without any help from the IT department.

" TrackVia has allowed internal processes to run more smoothly. We now can place people and materials in the right place, at the right time to get critical jobs done. "

Tamara Baez
Control Center Supervisor
Fortune 500 Industrial Energy Company

CRITICAL SYSTEM REQUIREMENTS

• Simple to deploy and maintain—without help from IT
• Inexpensive to own
• Easy collaboration for a geographically dispersed team
• Powerful relational database
• Ability to sync with company's core ERP
• Improved workflow automation
• Internet-style search functions
• Real-time reports and alerts