

New Jersey Natural Gas Finds Scalability and Reliability with INDICIUM Document Management

Company Profile

*New Jersey Natural Gas is the principal subsidiary of New Jersey Resources, a **Fortune 1000** company, which provides reliable energy and natural gas services including transportation, distribution, and asset management in states from the Gulf Coast to the New England regions, including the Mid-Continent region, the West Coast and Canada, while investing in and maintaining an extensive infrastructure to support future growth. With over \$2.5 billion in annual revenues, NJR safely and reliably operates and maintains 6,700 miles of natural gas transportation and distribution infrastructure to serve nearly half a million customers; develops and manages a diverse portfolio of more than 777,000 dth/d (dekatherms per day) of transportation capacity and 52 Bcf (billion cubic feet) of storage capacity; and provides appliance installation, repair and contract service to approximately 150,000 homes and businesses.*



Business Challenge

For many years, New Jersey Natural Gas (NJNG) utilized a document management system to maintain information regarding their installations. These 'gas records' are accessed by outside contractors who need timely access to diagrams of the geographic sites showing the exact location of gas lines, meters, and other relevant environmental information. This information is necessary in order for the contractor to do their work, and is critically important to ensure the safety of both the contractor and the public.

Unfortunately, the old document management system was growing obsolete. It was time-consuming and difficult to support, and not flexible enough to meet the company's growing business needs. Special software was needed on each contractor's computer in order to access the application, requiring ongoing maintenance and support from NJNG's technical staff. The system was not easy for contractors to access and was not always available.

Solution

New Jersey Natural Gas had worked with BizTech Solutions, Inc. previously to solve business automation issues and again looked to BizTech for guidance in replacing the outdated gas records system. As an experienced INDICIUM reseller, BizTech knew the INDICIUM product suite could provide the scalability, flexibility and reliability that NJNG and its contractors required, on a more modern, easier-to-support platform.

INDICIUM Capture and **INDICIUM DM** were implemented at New Jersey Natural Gas to capture and store all of the gas records. Using the **INDICIUM Migration Connector** utility, approximately one million objects (1.5M images) were extracted from the old system and imported with the associated meta data into the new system. During the conversion process, any objects or data found corrupted in the old system were repaired and restored within INDICIUM. The new system is integrated with the existing Geographic Information System (GIS), enabling authorized users to access gas records stored in INDICIUM directly from the GIS application.

The INDICIUM system has a *zero-footprint* Web Client which allows the company's outside contractors to easily access the system, without requiring configuration support from New Jersey Natural Gas technical staff. Contractors can search for, view, and print the gas records they need. The INDICIUM system provides a targeted document-level search capability that was not possible in the former system where users had to navigate a complex folder structure. The application interface is easy to use and provides maximum access for the contractors.

Benefits

Users of the new INDICIUM system are able to locate documents consistently and more easily, reducing overall liability. System support costs are also lower. With the migration to the new enterprise platform, NJNG can quickly expand their usage by adding other document types to the repository and incorporating automated workflow and notifications into their business processes. In less than a week, their accounting department was able to begin using the system to maintain contracts within INDICIUM.

Technologies Used

- INDICIUM Capture
- INDICIUM DM
- INDICIUM Migration Connector
- INDICIUM Web Client

The screenshot displays the 'Service Record Locator' application. On the left, a search interface shows filters for County (All), Town (Long Branch), and Address (247). A list of search results is visible, with '247 5TH AVE Long branch 02/22/2005' selected. The main window shows a 'Gas Service Record' form for 'New Jersey Natural Gas Company'. The form includes fields for ADDRESS (247 5TH AV), TOWN (LONG BRANCH), and various service details. Key sections include 'DESCRIPTION OF MAIN & STREET OPENING' with handwritten notes '33 FT N S E W OF Vanderveer PL' and '11 FT N S E W OF WEST CURB LINE'. The 'CATHODIC PROTECTION READS' section shows 'On Steel Service Before Anode' at 83 Volts. The 'DESCRIPTION OF SERVICE' section notes 'TOTAL LENGTH MAIN TO BUILDING INST FT: 83' and 'RETIRED'. The 'REMARKS' field contains handwritten text: 'Retired 1/2 plastic service at main for buildover. Installed 1/2 plastic tee on 2 plastic main and installed 1/2 plastic service, distribution to pipe out and on'. The interface is powered by BizTech Solutions, Inc.

About INDICIUM Software, Inc.

INDICIUM Software, Inc. is a leading provider of document management and workflow software products to manage documents electronically and automate business processes. Its products, INDICIUM DM and INDICIUM Flow, are distributed through a network of solution providers to clients in financial services, government, manufacturing, utilities, and other industries.

For more information, please visit www.indiciumsoftware.com or contact your INDICIUM reseller:



Tel: 732.761.2880 | Fax: 732.761.3936 | sales@forbiztech.com | www.forbiztech.com