

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. 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.



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

NJNG 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Inc. previously to solve business automation issues and again looked to BizTech for guidance in replacing the outdated gas records system.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 to capture and store all of the gas records. Using the **INDICIUM Migration Connector** utility, 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.

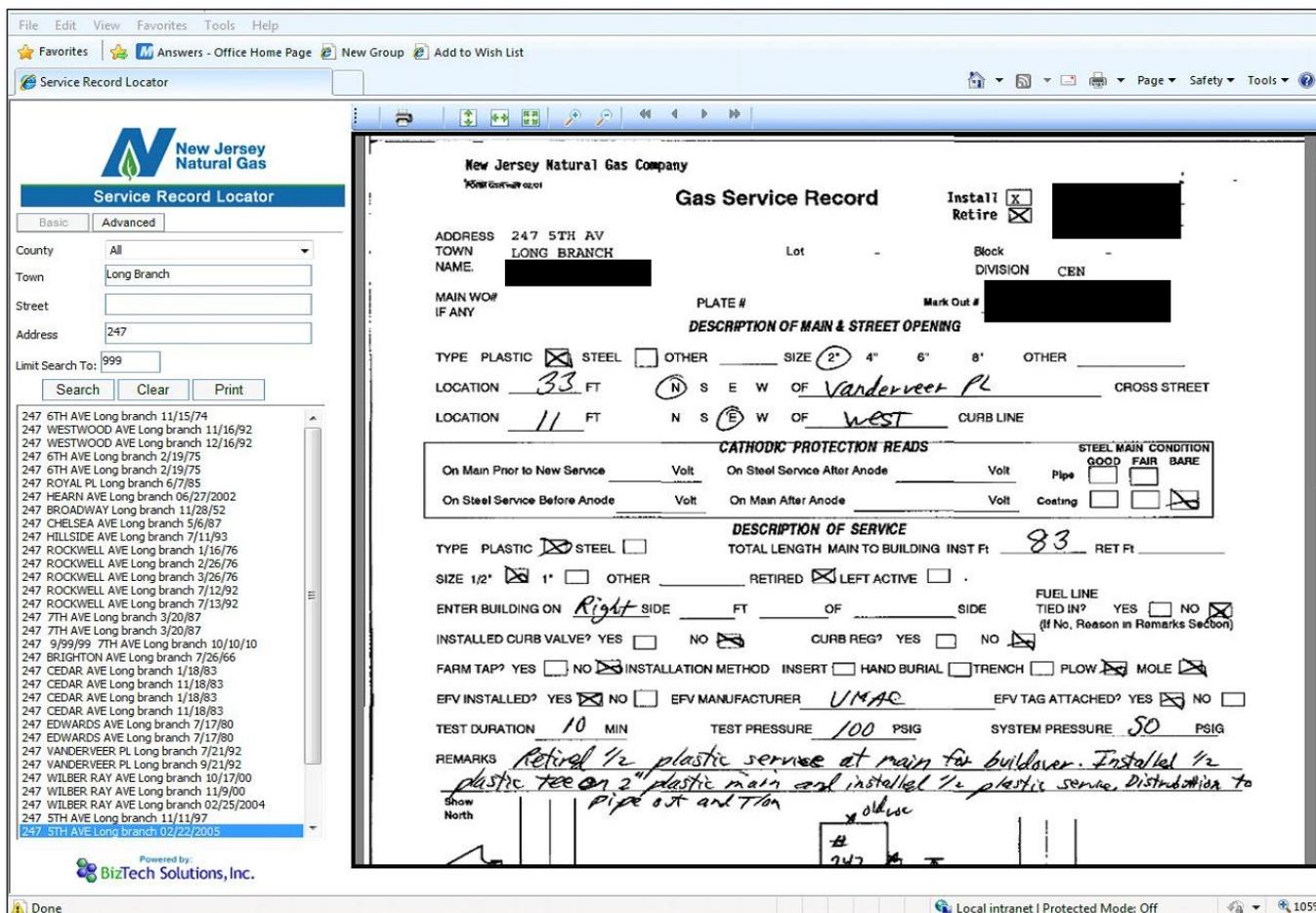
The INDICIUM system has a *zero-footprint* Web Client which allows the Company's outside contractors to easily access the system, without requiring configuration support from NJNG technical staff. Contractors can search for, view, and print the gas records they need. The INDICIUM software provides a targeted document-level search capability that was not possible in the former system where users had to navigate a complex folder structure. The new 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 Importer



New Jersey Natural Gas Company
Gas Service Record

Install Retire

ADDRESS 247 5TH AV Lot Block
 TOWN LONG BRANCH DIVISION CEN
 NAME [REDACTED] CEN

MAIN WOF PLATE # Mark Out #
 IF ANY DESCRIPTION OF MAIN & STREET OPENING

TYPE PLASTIC STEEL OTHER _____ SIZE 2" 4" 6" 8" OTHER _____

LOCATION 33 FT (N) S E W OF Vanderveer PL CROSS STREET
 LOCATION 11 FT N S (E) W OF WEST CURB LINE

CATHODIC PROTECTION READS

On Main Prior to New Service	Volt	On Steel Service After Anode	Volt	Pipe	GOOD FAIR BARE
On Steel Service Before Anode	Volt	On Main After Anode	Volt	Coating	<input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/>

DESCRIPTION OF SERVICE

TYPE PLASTIC STEEL TOTAL LENGTH MAIN TO BUILDING INST Ft: 83 RET Ft: _____

SIZE 1/2" 1" OTHER _____ RETIRED LEFT ACTIVE

ENTER BUILDING ON Right SIDE _____ FT OF _____ SIDE FUEL LINE TIED IN? YES NO
 (If No, Reason in Remarks Section)

INSTALLED CURB VALVE? YES NO CURB REG? YES NO

FARM TAP? YES NO INSTALLATION METHOD INSERT HAND BURIAL TRENCH PLOW MOLE

EPV INSTALLED? YES NO EPV MANUFACTURER UMAC EPV TAG ATTACHED? YES NO

TEST DURATION 10 MIN TEST PRESSURE 100 PSIG SYSTEM PRESSURE 50 PSIG

REMARKS Retired 1/2 plastic service at main for buildover. Install 1/2 plastic tee on 2" plastic main and install 1/2 plastic service. Distribution to pipe out and 10" old use

Powered by: BizTech Solutions, Inc.

About INDICIUM Software, Inc.

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

For more information, please visit www.indiciumsoftware.com.

About BizTech Solutions, Inc.

BizTech Solutions, Inc. (www.forbiztech.com) is a Microsoft Gold Certified, ISV Managed Partner and award-winning systems integrator for Work Process Automation and Web Business Applications. The Company is a single source supplier of enterprise products for automation, workflow, document management, capture solutions, records management, electronic forms, and mobile computing. BizTech provides innovative solutions to reduce operating costs and increase cash flow, focusing first on understanding the business requirements, and then applying technology where appropriate to provide competitive yet differentiating solutions for the client.



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