

# How Shawcor Brought Ticketing Under Control and Slashed their DSO with FieldFX



## Customer Quick Facts

**INDUSTRY:**

Energy

**HEADQUARTERS:**

Toronto, Ontario

**WEBSITE:**

[www.shawcor.com](http://www.shawcor.com)

Shawcor Inspection Services was seeking a field operations solution that could secure the backbone of their operations: tickets. When they implemented FieldFX in 2015, they witnessed fantastic results. Tickets were secured, DSO was down significantly, and revenue leakage was all but eliminated. As Shawcor's VP of Finance put it, FieldFX rapidly became "the top strength in the company."

Shawcor Inspection Services is a provider of nondestructive testing, inspection, and data management services for pipelines, plants, fabrication, and midstream infrastructure. First founded way back in the 1930s, today, they maintain manufacturing and service facilities in over twenty countries around the world.

In 2015, Shawcor was looking for a flexible and scalable field operations management tool to help optimize their business. Above all, they needed a tool that could help with their overflowing stack of tickets.

**"Our tickets are the backbone of our operation, because they feed our invoicing," said Jack Gray, Vice-President of Finance at Shawcor. "And so it's very important that the tickets get processed, so that we find them all and that they make their way into the billing grip on a timely basis."**

FieldFX has allowed them to get closer and keep their current customers while attracting new ones. Jack believes, "It's been an important decision [working with FieldFX], and it's helped our company significantly."

FieldFX's offline capabilities worked wonders in the operations as well. One sync, and Shawcor had all the information they needed for the rest of the day.

In the longer term, FieldFX's reporting engine helped them win business. How? By letting them provide customers with key information - such as failure rates, productivity rates, and on-field assessments - in almost real-time.

**"FieldFX has helped our company significantly. Adopting FieldFX is one of the key strategic decisions that we've made over the last four years."**

Dan Vega, *Director of Financial Planning and Analysis*, Shawcor Inspection Services

The indirect effects of the efficiencies that came with FieldFX were huge. Managers and field personnel watched as the tightening of Shawcor's ticketing system rapidly saw their DSO rate plummet.

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**Within weeks, Shawcor's Day Sales Outstanding (DSO) was lowered from 84 to 55. It has continued to fall from there.**

Shawcor started a trial. Immediately, they began to see that FieldFX is specifically built so that not a single ticket and not a single dollar of revenue slips through the cracks. They were impressed with the customization of the platform, which allowed them to tailor FieldFX to their specific and ever-evolving needs:

"Here's the really amazing thing about FieldFX: If I want to add a field, or change or tweak something, it's not a two-week development process, like it is with most of the other products available. It's just something that you can do on the platform, and you've got it done, that same day,"