

# Nuverra Sees 90% of Tickets Auto-Approved and DSO Reduced with FieldFX & Data Gumbo Integration



## Customer Quick Facts

**INDUSTRY:**

Environmental

**HEADQUARTERS:**

Scottsdale, AZ

**WEBSITE:**

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

Nuverra is a leading provider of water logistics and oilfield services to clients specializing in the production of oil or natural gas from shale formations across the United States. Operating such a huge company comes with a range of complexities.

One of Nuverra's biggest challenges was the stacks of job tickets they were wrestling with. This ticket buildup, across multiple customers, was leading to serious inefficiencies. But recruiting FieldFX, in conjunction with Data Gumbo's blockchain network, means that 90% of Nuverra's tickets are now auto-approved. This has significantly reduced their DSO, resulting in a new level of efficiency.

### Job Tickets: A Paper Nightmare

Nuverra Environmental Solutions carries out the removal, transportation, and disposal of fluids, hydrocarbons, and restricted solids for exploration and production companies operating in the Northeast, the Rocky Mountains, and the Southern US basins.

Conducting business in various locations across the US meant that Nuverra's offices had spent a number of years struggling to reconcile different sets of regulations, protocols, and processes. One office employed commissioned drivers; another contracted them by the hour. One office paid in commissions; another in billable hours. Building reports and dashboards was a real struggle.

But the worst challenge of all? The job tickets.

**“Have you ever walked into a field office and the first thing you see are stacks of papers, everywhere? And each stack represents something different. One is recently received tickets, one is waiting to be signed, scanned, or inputted. Another stack is completed tickets, which need to go somewhere else. Many of these tickets aren't even turned in yet, so you're just chasing tickets. It's a paper nightmare.”**

Gary Tipton, CIO, Nuverra

Tickets were in the way of everything, and every single one of them had to be manually written, handled, moved, and approved. The slowdown was a huge drag on business efficiency.

Nuverra tried a dispatch solution, to see if this would help with their ticketing challenge and various other inefficiencies. This was no use, as the solution wasn't flexible enough to handle all of the company's processes, or integrate with the various digital transformation initiatives that their **200+ customers** had put into action.

### **FieldFX & Data Gumbo: The End of the Paper Nightmare**

Nuverra turned to FieldFX to help them digitize their ticketing process and reduce DSO. They decided to integrate FieldFX with Data Gumbo's blockchain network to allow them to create an interconnected system for oil and gas companies.

The FieldFX & Data Gumbo combination is powerful. To give an example from the field: A feed from the customer SCADA system is sent to Data Gumbo to identify the event and the amount of water hauled. A dispatcher then uses an interval gauge tool to collect the necessary information and build the driver's day within FieldFX.

The driver then uses FieldFX to track necessary information during the event: exact time of the truck's arrival, top and bottom gauge values, barrels polled, and more. Once the ticket is complete, Data Gumbo takes this information and matches it with the smart contract.

Once the disposal ticket matches the hauling, it gets auto-approved, assigned an invoice number, and prepared for invoicing. Over the past eight months, the FieldFX & Data Gumbo partnership has yielded awesome results for Nuverra:

- 90% of tickets auto-approved
- Days Sales Outstanding (DSO) significantly reduced
- Approximately 197,000 barrels pushed

**“Our process now wraps together many steps that include printing, signing, and scanning paper. FieldFX has done wonders streamlining our internal paper process to get invoices out faster.”**

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FieldFX's integration with Data Gumbo has allowed Nuverra to drastically reduce their OPEX and all but remove the invoice from the quote-to-cash process. As FieldFX captures the data, Data Gumbo drives it to the customer in real time.

As of the moment, the workflow that Nuverra has set up lets tickets get either approved or disputed inside Data Gumbo, and come back into different queues and statuses inside FieldFX. Approved tickets go into their ERP, while the disputed ones go back for evaluation and troubleshooting.

However, Nuverra is currently working on pushing invoices directly to their customer ERP and interfacing that with Nuverra's own ERP, to recognize revenue from an auto-approved ticket.

For Nuverra, thanks to the FieldFX & Data Gumbo partnership, the future is bright. FieldFX operates in the field to capture the data; Data Gumbo is the vehicle that drives the data to the customer in real time. Nuverra has said goodbye to the huge stacks of papers and the back-and-forth of ticket approvals, and they're never looking back.