

## USE CASE

# Decommissioning

Resolve Energy Solutions Inc. provides a diverse service offering to its clients. Its goal is to meet the upstream oil and gas sector's regulatory, abandonment, and decommissioning needs. It turned to TrueContext for decommissioning workflows that must adhere to quality assurance protocols and strict regulatory frameworks.



- ✓ Fast, DIY implementation
- ✓ Administrative cost savings
- ✓ Better field inspections
- ✓ Faster quotes and invoicing
- ✓ Meeting HSE compliance
- ✓ Reduced rework

### COMPLEX MULTI-STEP WORKFLOW

A decommissioning project often requires multiple handovers and may take weeks, months, or even years of engagement. Various forms need to be filled out, approved, recorded, and exchanged among team members and managers. Technicians, equipment, and fleets must be managed efficiently to ensure a smooth operation. Over 40,000 sites in British Columbia alone will eventually require these services.



## The challenge

### INEFFICIENT MANUAL SYSTEM

Resolve had to rely on papers and non-specialized software such as Excel to manage their field services records. Managers would spend additional time preparing reports and collecting necessary data. They had to dedicate a full-time resource to transfer information from paper forms to the computer and prepare invoices and reports manually. The arrangement was cumbersome, time-consuming, and error prone.

### LIMITATIONS OF TRIED SOLUTIONS

Resolve tried several solutions previously without success. One of them was Jotform, which they found didn't have offline capabilities and wasn't sophisticated enough for their complex use cases. They later adopted Pandell Jobutrax, a field ticketing system. However, they soon realized that it was very static. For example, they couldn't make changes on the fly or amend or create new forms.



## TECHNICIAN EXPERIENCE

Finding experienced and skilled technicians is a challenge. When a new technician is hired, they often didn't know what situational data they needed to capture or how to fill out the forms correctly. Form submissions would vary wildly depending on the technician's experience leading to a lack of consistency. Furthermore, it was difficult for newer technicians in the field as the forms didn't have any interactive or intelligent features to guide their work.

# The challenge

## HSE (HEALTH, SAFETY & ENVIRONMENT) COMPLIANCE REQUIREMENTS

Resolve is a member of the PIR (Partners in Injury Reduction) program, COR certified, and compliant in various safety programs. They are subject to various HSE compliance and quality standards. They also needed to ensure that they could offer incisive environmental management oversight to the specific needs of their clients—some of which were large energy corporations with strict regulatory requirements.



*Before TrueContext, it took us days, even a week to do a simple quote. Now I can do it in under 15 minutes...Just the automation alone saved us \$40-50K a year.*

**TIM GIESBRECHT**  
DIRECTOR, REGULATORY & ENVIRONMENTAL SERVICES  
RESOLVE ENERGY SOLUTIONS.



# Outcomes

## ▶ FAST, DIY IMPLEMENTATION

Resolve tried out TrueContext with one of their most complex forms. Within a week the form was operation-ready and deployed in the field. Soon they created use cases across their three lines of business. Anytime there are change requests from technicians in the field, Resolve's citizen developer can quickly implement the changes within a few minutes.

## ▶ ADMINISTRATIVE COSTS SAVING

With TrueContext, inspection data, estimates, and attachments are sent directly from the field to SharePoint as a complete report. Resolve eliminated the need for this extra person at a cost of \$40k-\$50k/year. This savings can now be used for more pressing needs, such as improving the upstream quality process.

## ▶ BETTER FIELD INSPECTIONS

TrueContext has helped Resolve build smart forms so its technicians can work faster and better. For example, they can quickly prepare a salvage estimate by just entering a dimension in a field. They can generate a quick quote while still at the site without the need to bring a ton of paperwork to the office. A technician once performed 32 inspections in a day because TrueContext was so convenient and fast.

## ▶ FASTER QUOTES AND INVOICING

It would take days, even a week to prepare a quote. Now it can be done in 15 minutes while on the phone with the customer because they can just enter the requirements in the form and the calculations will be done automatically. Invoicing likewise was expedited as once a form is submitted, the invoice can be sent for collection.

## ▶ MEETING HSE COMPLIANCE

Resolve believes that safety is its first priority. For decommissioning, one to four reports are submitted per location as part of the notice of intent submissions to the BC Oil and Gas Commission. The company uses TrueContext to conduct safety checks such as Job Site Hazard Assessments and record hazard ID and near misses. Finally, Resolve created a form specifically to be used for on-site safety meetings.

## ▶ REDUCED REWORK

Tim Giesbrecht, Resolve's Director of Regulatory & Environmental Service, who oversees the company's projects, said, "We actually save time on the quality control side too. There are fewer repeat visits, and we haven't lost any data even after doing close to 4,000 submissions. So, for me, it's a huge time-saving tool because previously, we had to send technicians to go back to a site and redo the work because we didn't have all the data we needed."

## ▶ QUALITY CONTROL AND ASSURANCE

Resolve gets consistent, quality data irrespective of the technician's experience or skill level. The forms are designed to prompt and guide the technician with built-in information labels, data validation, exception handling, and conditional rules.



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