



A Blended Approach for Training

Project Overview:

This client, a Fortune 500 company, is one of North America's premier natural gas infrastructure companies serving three key links in the natural gas value chain: gathering and processing, transmission and storage, and distribution. For nearly a century, this Energy Company and its predecessor companies have developed critically important pipelines and related infrastructure connecting natural gas supply sources to premium markets. This company operates in the United States and Canada approximately 19,100 miles of transmission pipeline, 185 billion cubic feet of storage, natural gas gathering and processing, natural gas liquids operations and local distribution assets.



Challenges: Development and Training

This company implemented an Enterprise Asset Management (EAM) software application across its largest business segment, the U.S. Transmission and Storage business segment. The implementation included Work Management, Asset Management, and Supply Chain Management software applications, as well as @hand mobile software application. The goal of the project was to improve their ability to produce timely and

accurate U.S. Department of Transportation (DOT) compliance reporting and to replace legacy IT systems that were no longer supported after a spinoff from its parent company.

This project presented several challenges. As a result of the spinoff from its parent company, this ISO's workforce was experiencing significant changes. To be successful, the EAM project had to ensure that the training approach integrated into their culture and was tailored to their business processes. This unique implementation of EAM required the use of professional trainers for training delivery.

The project also introduced mobile technology to a field-based workforce who had never used mobile devices for receiving and recording their work. The implementation replaced familiar paper forms with ruggedized laptops.

Success with Mosaic

This Natural Gas Pipeline Companies leadership was committed to the project's success and selected The Mosaic Company as its training partner because of Mosaic's industry and EAM experience. Mosaic leveraged its methodology to develop and deliver a range of instructor-led and Web-based training and support resources. Mosaic's role-based approach resulted in a training curriculum that was targeted to individual's jobs and business processes, rather than a one-size-fits-all approach. This approach incorporated business process understanding into the training program, which provided users a context for their roles and job function beyond the functionality of the EAM and @hand software.

Mosaic's training delivery team of professional trainers served as part of an integrated onsite deployment team. The teams traveled to locations throughout North America to train each location prior to a phased go-live and then provided on-site support following go-live.

Considered a success by users, Mosaic's training program, in close partnership with their company, was developed and delivered on time and on budget.