

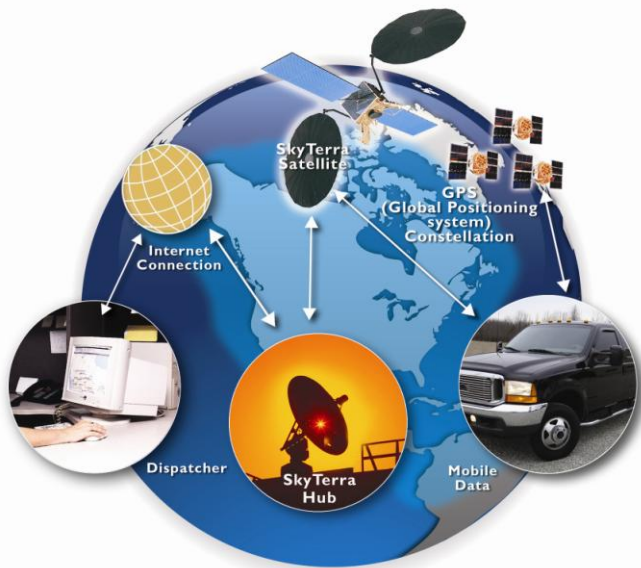


## Case Study

**SkyMira teams with SkyTerra to Provide TailorFit™ an integrated solution for remote work order automation, real-time inventory management, and GPS positioning for Compressco, Inc.**

### The Situation

Compressco, a TETRA Technologies Company, is a leading manufacturer of Production Enhancement Solutions for Marginal and Low Pressure Oil and Gas Wells. The firm manufactures, leases and services its GasJack™ technology designed to increase production and total recoverable reserves of natural oil and gas wells. Their manual process for creating work orders, managing parts inventory and identifying machines requiring maintenance were significantly impeding their ability to grow as quickly as required.



### The Challenge

The challenges identified as having the greatest impact included:

- Work orders were all paper-based. With over 4,000 work orders per month, the paperwork was extreme, taking three full time clerks and an entire conference room to handle it.
- Parts inventory on the technicians' trucks were also managed manually. Inefficiencies were believed to be costly; however there was no way to effectively analyze the data to know where the savings could be generated.
- GasJacks could go down in remote locations, Compressco would not be aware of the situations unless called by on-site workers or discovered by a technician on a routine maintenance call. Downtime resulted in lost customer productivity and charge-backs.
- Compressco's current method of verifying the exact location of their units was paper based records of last known location.
- Without a centralized database, mining all of this information was difficult.

### The Solution

With such a broad range of challenges, Compressco determined that several phases of implementation would be the best course of action. They wanted to avoid the headache of dealing with multiple suppliers. They also wanted a solution that would integrate with the way they do business.

Phase 1, the Mercury Project – using SkyTerra's Mobile Packet Data Network – would tackle the issue of work order automation followed closely with real-time inventory management and technician access to machine data.

Phase 2, the ePumper Project, would address the need for real-time equipment monitoring and failure code identification as well as GPS positioning.

Phase 3 would focus on data-mining and the resulting decisions and changes the firm would deploy.

***"Skymira understood our requirements and had a process in place to make tailoring the solution part of the contract"***

According to Chris Anderson and Larry Brickman, Compressco's project leaders, "Skymira got it right away. They asked the right questions and understood our requirements. They also had a process in place to offer us exactly what we wanted, but without the long lead-times one-off custom work requires. In the end, they made tailoring the solution part of the contract, everything in one place, easy and convenient."

To tackle the challenges outlined in the **Mercury Project** (Phase 1), Skymira called on SkyTerra's robust and reliable Mobile Packet Data Network. 180 trucks were equipped with EMS Technologies' PDT-100 mobile satellite modem and laptops running Skymira Electronic Forms, Enterprise systems integration, and GPS tracking services.



EMS PDT-100

The Mercury implementation went very smoothly. With the installation of new hardware in all 180 trucks having the greatest impact, Compressco coordinated the installation of the laptops with regularly scheduled technician training.

By the end of the day's classes the tech had a newly outfitted truck and was up to speed on use of the new system. Skymira also addressed specific software issues that were required.

## Customer Results

Field efficiency and scheduling was greatly improved due in great part to SkyTerra's Mobile Packet Data Network. Paperwork was streamlined enabling the company to more than double the number of work orders processed from 4,000 per month at project roll-out to 8,500. As well, they were able to reduce the administrative clerk count from three to one.

With service reports being sent electronically, technicians were now freed up to spend more time on maintenance and less on paperwork. From a morale standpoint the improvement was significant.

When inventory management came on line the system began to provide checks and balances. Compressco could check parts inventory on trucks, determine which techs were most successful and which ones might need more training based on hours and parts expended. They were also able to see which techs were located closest to projects.

Perhaps the crowning achievement came during an extensive analysis of parts usage. With access to a complete database of information, Compressco was able to trim parts inventory costs by an astounding \$200,000 per month. The results were timely -- given today's economic environment, those savings are helping the company stay on its growth track.

Out in the field, Compressco's clients and peers are very satisfied with the improvements. It's become quite the story in the market. Technicians report they often hear the words -- "Wow. Laptops, satellites, no paperwork."