

# DMS IN BUSINESS



## ESTEVAN METER SERVICES LTD.

### Oilfield Service with Discovery Management Software®

Discovery Solutions International helped Estevan Meter Services Ltd., a premier metering repair service company for the Oilfield industry achieve significant daily measurable benefits through the use of DMS. Discovery Management Software® provides the best-in-class enterprise resource planning software for the Oilfield Service and Supply Industry.

Estevan Meter provides valve and metering repair services in south central Saskatchewan Canada. Estevan Meter has been in operation since 1967 and have several stocked field repair vehicles as well as a repair facility in the city of Estevan.

#### DMS IS OILFIELD SPECIFIC

Under the direction of Doug Martens, President, Estevan Meter utilizes the entire suite of DMS modules including the fully integrated field ticketing solution (LIFTS) and the web portal Customer Self Service (CSS) module at their Canadian Head-office.

Before implementing DMS, Estevan Meter was hand-writing tickets in the field and sending them into head office for pricing and entry into a billing system. The turnaround time to produce an invoice was measured in days and the parts inventory was kept manually.

#### DMS MEASURABLE OUTCOMES

With the help of Discovery Solutions International, Estevan Meter's field techs are now able to enter their billable services and parts consumption onsite into Discovery's Laptop Integrated Field Ticket System (LIFTS) software and print a priced ticket for the customer to sign in the field.

The ticket is then electronically transmitted to DMS's billing system for final review and invoicing. Inventory is relieved and the

consumption is recorded in DMS's inventory replenishment system.

DMS's perpetual inventory module is also helping Estevan Meter track turns, Gross Margin Return on Investment (GMROI) and usage on an item-by-item basis to improve their inventory investment.

According to Doug Martens, DMS has improved the visibility of in-progress jobs and cash flow by invoicing faster and providing their customers with a window into the history of Estevan Meter services on a "valve by valve" basis.

#### DMS GLOBAL ACCESS

In addition, customers have access to documents anytime through Estevan Meter's website. Customers often require access to technical and performance documents and the DMS Customer Self-Service Portal delivers that service.

The result is real time access to their data facilitated through the Estevan Meter website, providing another customer service touch point using DMS.

#### COMPANY SNAPSHOT

- Founded in 1967
- Providing technical sales and service to Southeast Saskatchewan and Southwest Manitoba petroleum industry
- Beta Tier 4 Testing customer with Discovery
- [www.estevanmeter.com](http://www.estevanmeter.com)

"DMS improved the visibility of our jobs and our cash positions"

"DMS allowed us to Invoice faster"

"DMS allowed Estevan Meter's customers to access their account at anytime from the Estevan Meter's website"

*Doug Martens, President  
Estevan Meter Services Ltd.*

