myquorum
pipeline management

U.S. Utility Simplifies Workflows with myQuorum Pipeline Management

Integrate and Automate Utility Processes

➤ **Quorum Solutions**
   myQuorum Pipeline Management
   Measurement

➤ **Quick Facts**

   Corporate Office Location:
     U.S. Based

   Company Statistics:
     Over 2m gas customers

   Areas Serviced:
     Colorado
     Michigan
     Minnesota
     New Mexico
     North Dakota
     South Dakota
     Texas
     Wisconsin

" *We wanted to achieve a partnership and work together as one team. Quorum stepped up to the plate and made that a reality. We have no doubts that we made the right decision selecting Quorum.* "

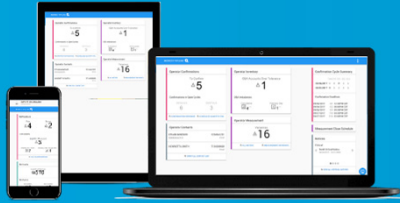**- Business Systems, U.S.-Based Utility Company**

Company
A U.S.-based utility company that provides the energy that powers millions of homes and businesses across eight Western and Midwestern states.

Challenge
The utility company was using an legacy, 25-year-old homegrown mainframe system to address their gas transportation and regulatory needs. The existing system required functionality updates, and they realized the expense to host, maintain, and stay up-to-date with the latest features was not justifiable given the benefits provided by the current system. As a company always evaluating better ways to do business; a review of the legacy system led them to search for alternatives.

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myQuorum Pipeline Management

Currently managing more than 80,000 miles of long-haul transmission pipeline including interstate, intrastate and international assets, myQuorum Pipeline Management increases customer satisfaction, helps maintain regulatory compliance, and provides comprehensive transportation management to maximize throughput.

Nominations

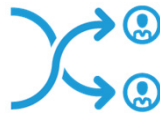Customer Activity Website

Reporting

Billing

Solution

The U.S. based utility company implemented myQuorum Pipeline Management to streamline their processes, automate manual tasks, and meet ever-changing regulatory requirements. With the drive to increase customer satisfaction, the Quorum solution helps this utility continually improve functionality and stay up to date with industry standards. myQuorum Pipeline Management allows them to build out complicated rate structures with easy-to-use reporting that provides quick and clear data visibility. Additionally, the move to Quorum is driving efficiency for employees and their customers.

"Quorum wasn't just a piece of software that we implemented, the experience of working with the Quorum team on and offsite was amazing. The team supported all of our needs and helped us to get up to speed quickly."

- Project Manager, U.S.-Based Utility Company

Key Results

Greater Flexibility
The company has more visibility into processes and better identifies areas of expansion

Improved Billing
Two billing areas streamlined processes by eliminating spreadsheets

Better Customer Satisfaction
Over 100 satisfied customers are utilizing the customer activity website