**GEOMAGIC
UTILITY
SOLUTIONS**

Third-party inquiries at Gasunie

In 2012, Gasunie in Germany decided to integrate all process steps for dealing with third-party inquiries into one software system, implementing GEOMAGIC's work management system GeoNAM.

Background information

Gasunie Deutschland receives approximately 3,000 third-party inquiries per year. Inquiries have to be processed fast and efficiently to provide applicants with a timely answer on whether they will be dealing with Gasunie assets during their works. A process for third-party inquiries has to reconcile multiple external and internal requirements, e. g. for reaction times and communication channels.

The information concerning every single inquiry has to be archived audit-proof, and the complete process history of how it was answered has to be accessible. In the event of damage, even years later, Gasunie has to be able to provide exact information and fulfill all regulatory requirements for traceability.

Another important requirement is that multiple users from different divisions of the company have to be able to access each third-party inquiry.

Key goals

- Regulatory compliance
- Saving time when recording and processing third-party inquiries
- Avoiding redundant work and errors
- Faster response times
- Streamlined process
- Central, interdivisional access
- Saving time when providing documentation in the event of damage

Result obtained

Gasunie Deutschland has decided to use the GeoNAM third-party inquiry module for managing inquiries within a single platform-independent software system. The effort required for each inquiry has been significantly reduced. Manual updating of Excel tables, as well as look-up and comparison of planning documents are not required any more, as all data is managed within GeoNAM.

GeoNAM is a web application. All persons involved in the process can easily access information on third-party inquiries without even having to install software on their computers. Central access shortens response time and improves in-house availability of information. Redundancy and errors are avoided. The processing status and history for each inquiry are always available and easily traceable.

»With the GeoNAM third-party inquiry module, we can use the search functions of Google Maps to quickly check whether planned third-party works concern our assets. We can document inquiries on the map and make all process steps and all documentation instantly available in-house. Web access makes for faster response times, because inquiries can be processed from any workstation.«

– Dirk Vahlbruch, Gasunie Deutschland

Simple workflows, e. g. assigning a job to a person, can be managed inside GeoNAM using reminders. Each process step is documented within the system with the time it has been performed and the person in charge. Gasunie can be sure to comply with traceability requirements for audits or in the event of damage.

About 80 percent of third-party inquiries receive a negative reply, meaning that no Gasunie assets are concerned by the planned works. In the past, these inquiries and the corresponding answers from Gasunie were not archived with a transaction number. Automated process management with GeoNAM now makes it easy to archive all inquiries. Replies can be generated automatically from pre-defined text modules and then stored in the GeoNAM document management system.
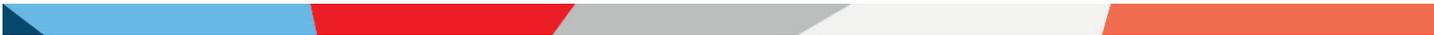
A unified and streamlined process

- An inquiry is received by e-mail, fax or letter
- The inquiry is entered into GeoNAM and automa-tically assigned a transaction number
- The GeoNAM map and object search functions are used to determine that no Gasunie assets are concerned
- The inquiry document (e-mail, scanned fax or scanned letter), marked by its transaction number, is sent to a GeoNAM e-mail inbox
- Using the transaction number, GeoNAM automatically files the document in the document management system
- A negative reply is generated as an e-mail or as a PDF document for printing and mailing

Gasunie now has an integrated software solution that helps managing third-party inquiries transparently and efficiently.

About Gasunie Deutschland
Gasunie Deutschland is responsible for the management, operation and development of a pipeline network with a total length of about 3,200 kilometers in Northern Germany. Because of its geographical location, the Gasunie transport network in the Netherlands and Northern Germany with over 15,000 kilometers of pipelines plays a key role for gas distribution in North West Europe.«