



**VECTOR CASE STUDY**

**PG&E IMPROVES FIELD OPERATION  
PROCESSES ACROSS LOGISTICS NETWORK**





## SUMMARY

# PG&E STREAMLINES FIELD OPERATIONS WITH VECTOR

Vector worked closely with PG&E to implement custom workflows enabling better collaboration amongst its suppliers, carriers and work crews.

PG&E gained real-time visibility and better inventory management across the supply chain while decreasing the time to installation and minimizing the amount of trips to complete a job.

## CUSTOMER PROFILE

# PACIFIC GAS AND ELECTRIC COMPANY (PG&E)

Pacific Gas and Electric Company, incorporated in California in 1905, is one of the largest combined natural gas and electric energy companies in the United States.

The company provides natural gas and electric service to approximately 16 million people throughout a 70,000-square mile service area in northern and central California.



**24,000**

employees

**106,681**

circuit miles of electric distribution lines

**42,141**

miles of natural gas distribution pipelines

**5.4m**

electric accounts

**4.3m**

natural gas accounts

## THE PROBLEM

# PAPERWORK LED TO COSTLY ERRORS & DELAYS

- ❖ Delays in processing paperwork resulted in PG&E's inability to take advantage of early payment discounts offered by suppliers
- ❖ Errors and delays transcribing paperwork resulted in crews wasting time locating missing installation materials and assets, in some cases, materials were permanently damaged or lost
- ❖ Crews were frequently dispatched to job sites before materials were delivered wasting time and requiring additional trips
- ❖ Safety protocols weren't always adhered to by third-party vendors, recorded issues were buried in paperwork

## BEFORE VECTOR

# PAPERWORK AND UNMANAGEABLE QUEUES LED TO INEFFICIENT PROCESSES AND WASTE



01 Notes, material orders, safety observations, deliveries, and asset moves were recorded by hand in the field



02 Documents were physically brought back to an office and sat in long queues awaiting processing



03 Documents were transcribed, frequently with errors that led to incorrect data relayed to other teams



04 Errors took multiple emails, phone calls and the participation of many parties to unravel, leading to further delays

## WITH VECTOR STREAMLINED DIGITAL WORKFLOWS WITH MINIMAL ERRORS

- ⊕ Material drops, asset moves, safety observations and other customized workflows now completed digitally
- ⊕ Vector Mobile removes the need to write down names, timestamps, or locations
- ⊕ Digital workflows eliminates transcription errors and delays due to paper shuffling
- ⊕ Work crews gain real-time visibility into material drops with full context, enabling them to be dispatched at the right time with a click of the button
- ⊕ Accounting teams gain real-time visibility into material drops enabling PG&E to take advantage of early payment discounts offered by suppliers





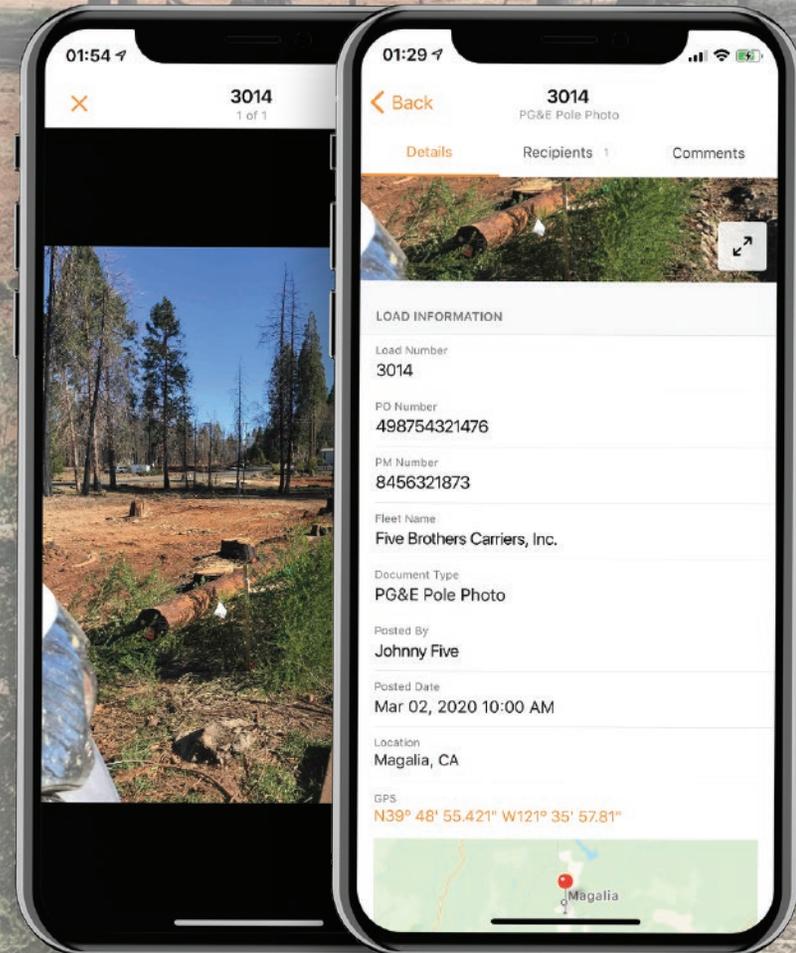
## VECTOR WORKFLOWS

# JOB SITE DELIVERIES (POLE PHOTO)

Carrier drivers capture contextual pole photos upon delivery which includes the date, timestamp and GPS coordinates.

The relevant pole desk, work crew and accounting team are all notified as soon as the delivery is complete via the mobile application, web application and email notifications.

All a work crew has to do is click on the GPS coordinates to direct them to the delivery site. If for some reason they are unable to find the delivered pole, the delivery photo supplied by the carrier's driver provides further context.



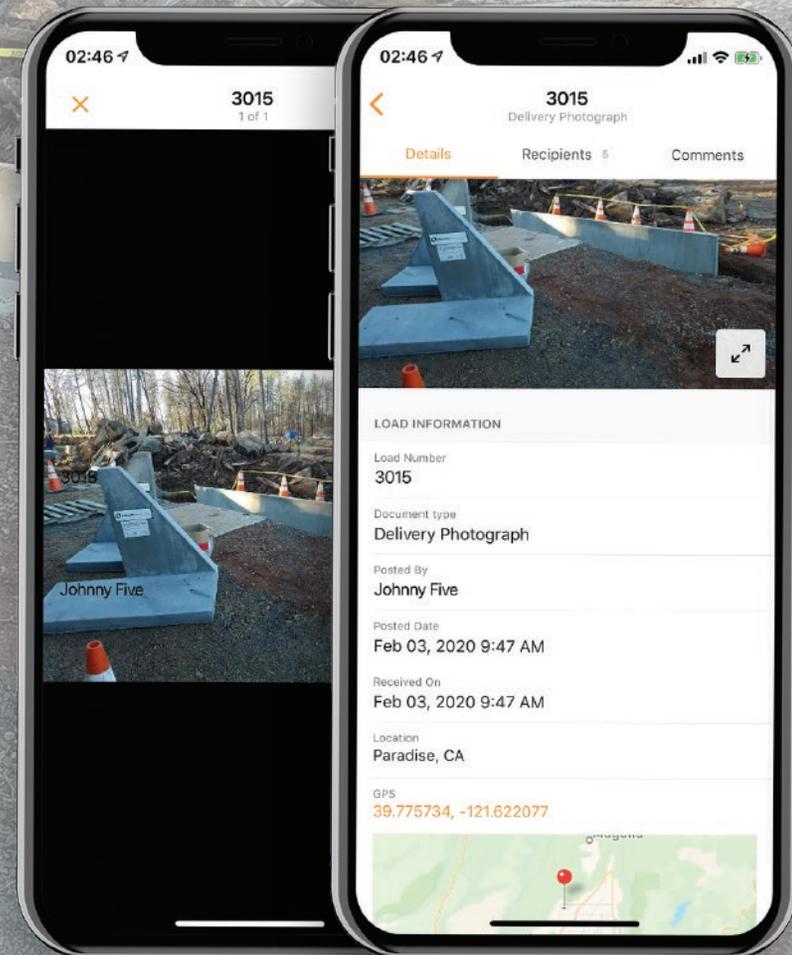
## VECTOR WORKFLOWS

# JOB SITE DELIVERIES (CONCRETE)

Pre-fab concrete deliveries are captured in a similar way to the pole photos. Upon delivery, a contextual photo is uploaded with the date, timestamp and location.

The relevant parties are notified as soon as the delivery is completed across the mobile application, web application and if desired, email triggers.

Work crews can click on the location to navigate to the delivery site, share delivery details with additional recipients or make a comment on the delivery to collaborate with all parties that have access to the delivery documents.

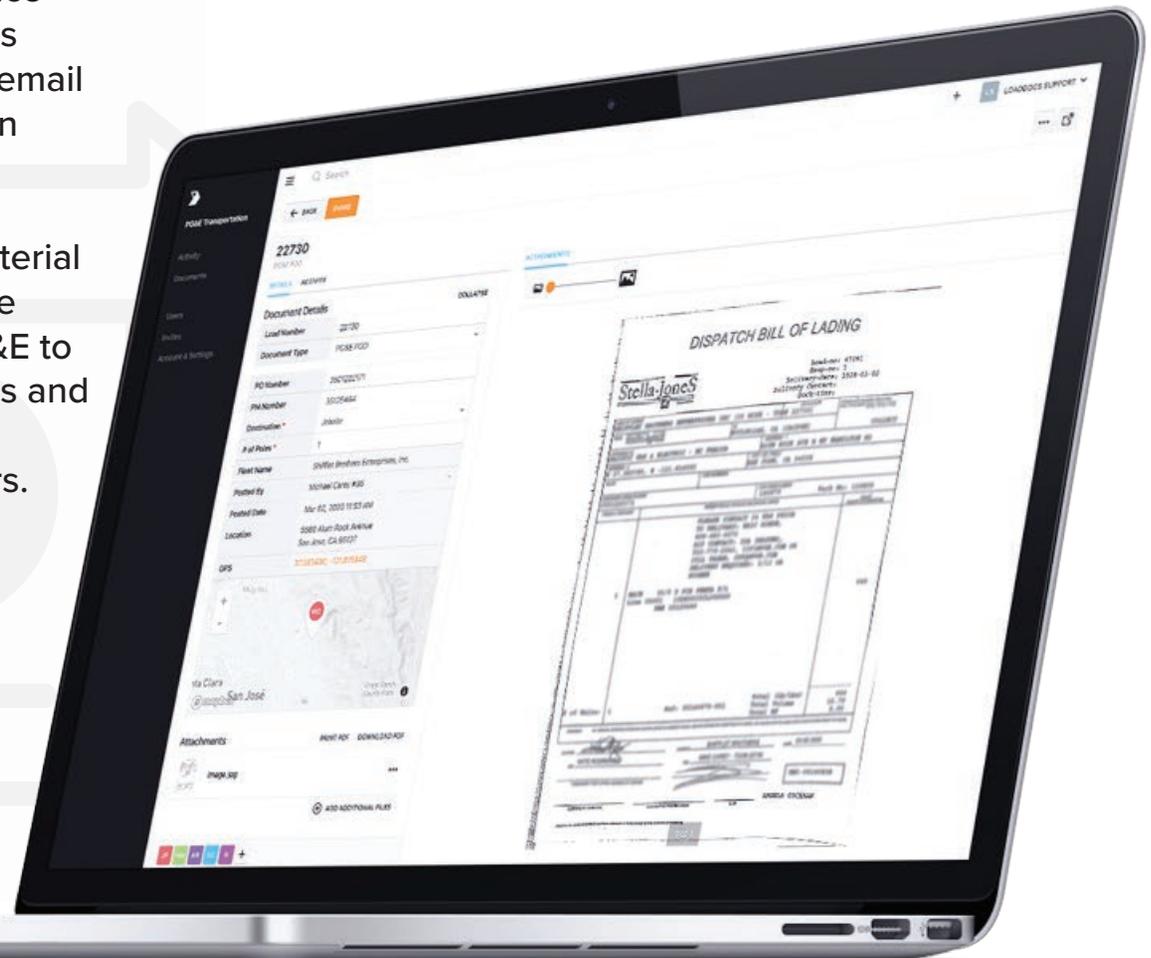


## VECTOR WORKFLOWS

# JOB SITE DELIVERIES (BACK OFFICE)

Immediately upon delivery at service centers or remote job sites, PG&E's accounting teams are notified via email triggers and the activity feed within Vector's web application.

Real-time visibility replete with material photographs, location data and the relevant bill-of-lading enables PG&E to confidently verify remote deliveries and take advantage of early payment discounts offered by their suppliers.





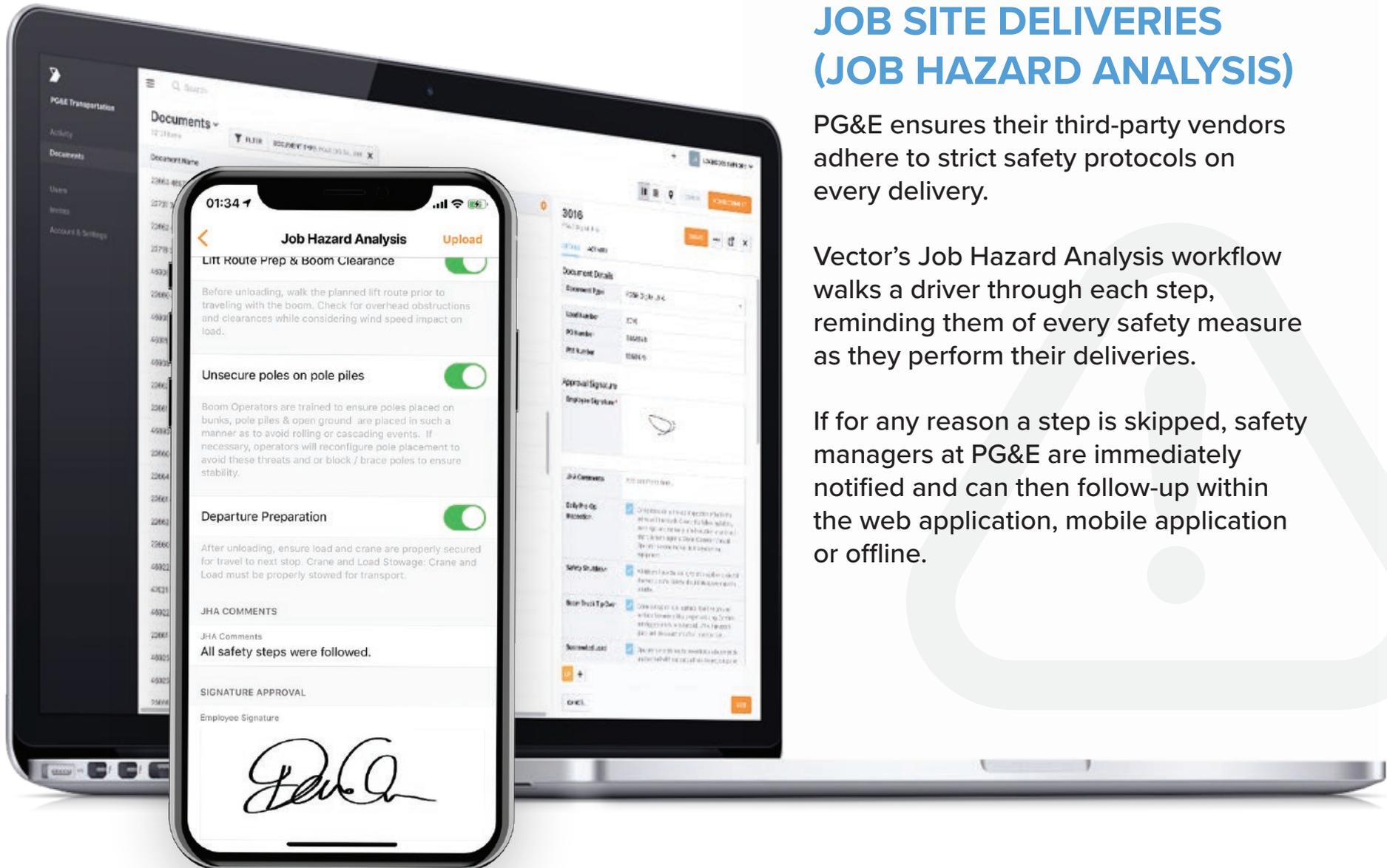
## VECTOR WORKFLOWS

# JOB SITE DELIVERIES (JOB HAZARD ANALYSIS)

PG&E ensures their third-party vendors adhere to strict safety protocols on every delivery.

Vector's Job Hazard Analysis workflow walks a driver through each step, reminding them of every safety measure as they perform their deliveries.

If for any reason a step is skipped, safety managers at PG&E are immediately notified and can then follow-up within the web application, mobile application or offline.

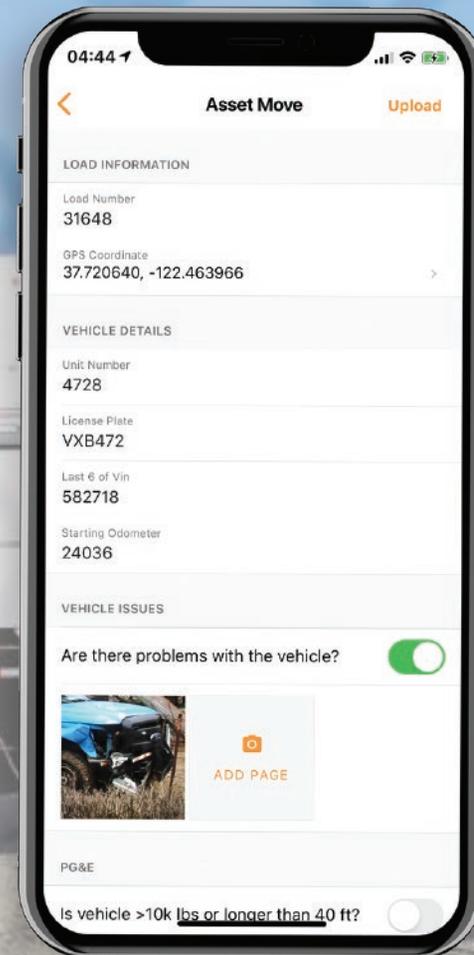


## VECTOR WORKFLOWS

# FLEET / ASSET MOVES

Whether it's a vehicle, microgrid, or temporary generator, PG&E is able to track all their asset moves via a simple mobile workflow.

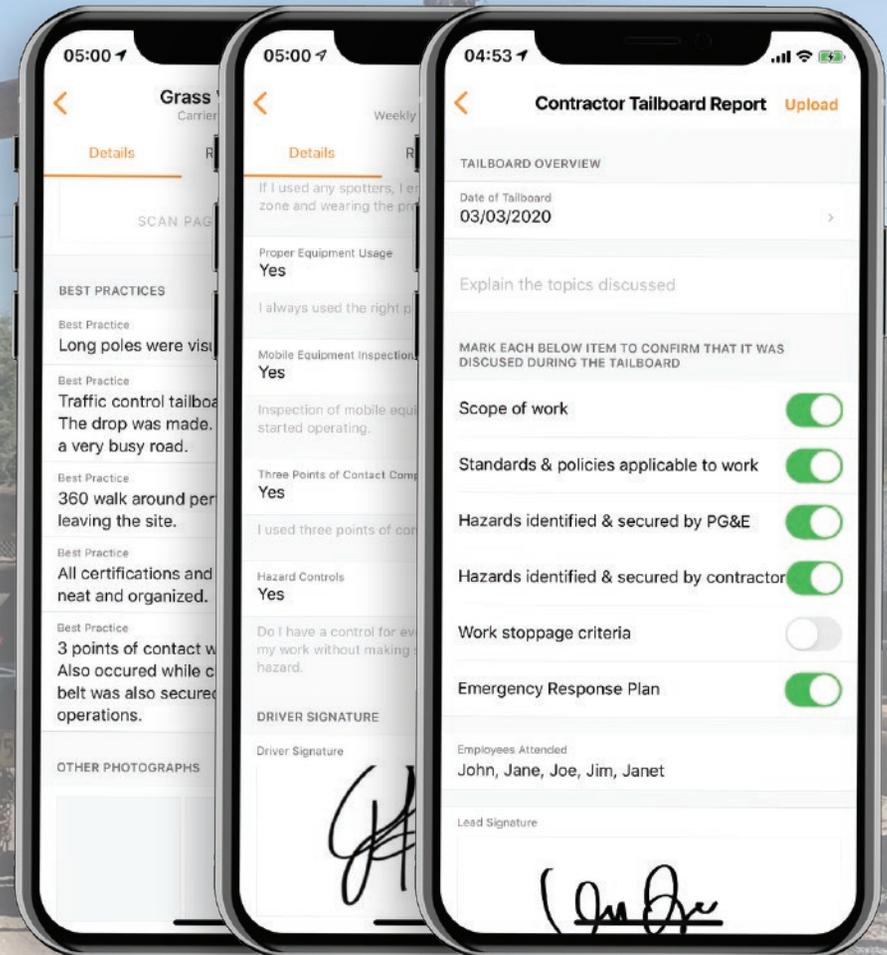
Like any delivery workflow, asset moves workflows also capture date, timestamp, and GPS coordinates in addition to asset information such as the PG&E unit number, VIN and odometer if applicable.



## VECTOR WORKFLOWS

# SAFETY WORKFLOWS

At PG&E, nothing is more important than safety. In addition to the Job Hazard Analysis workflows completed by all third-party vendors when making deliveries, PG&E safety managers proactively ensure all safety standards are followed via Carrier Observation Reports, weekly Driver Observation Reports and Contractor Tailboard Reports.





I love Vector! This has made my job a lot easier and it is great to work with. I am now getting emails through Vector to tell me my poles are delivered, which is also helpful. Hope this program keeps rolling. It's good to know we have a good service when needed.

**Clarissa Coleman, Coordinator**  
RED BLUFF - NORTH VALLEY

Knowing the poles were delivered and a great picture of where they are. Saves so much time locating poles on a clearance day. Best app PG&E has had in a long time. Keep it going!

**Tod Harrison, Coordinator**  
AUBURN - SAC/SIERRA

I think Vector is awesome! It's great getting a verified delivery immediately. I don't need to email people trying to get status checks or run out to the field a second time just to verify for myself. Thanks!

**Trent Collins, SFET**  
AUBURN - SAC/SIERRA





Vector is a leading provider of real-time collaborative field service solutions, offering mobile document capture and custom workflows across the Android and iOS platforms.

Collaborate with your team out in the field and capture the information you need today.

For more information visit:  
[withvector.com](https://withvector.com)

