# Trican Upgrades Ticketing System and Instantly Realizes ROI with FieldFX

Trican Well Service Ltd. is an oilfield services company that operates in Calgary, Canada. In 2005, they created a proprietary ticketing system. However, as new processes and technologies arose in the oil and gas sector, their internal system became cumbersome and obsolete. In early 2019, they onboarded FieldFX, and ushered in a new era of productivity and efficiency.

## In Need of an Upgrade

Trican Well Service Ltd. is an oilfield services company whose services include drilling, completions, stimulation, and reworking of oil and gas wells. They are headquartered in Calgary, Canada, with operations throughout the country, as well as in the United States.

In 2002, Trican decided to build a proprietary system to organize and process field tickets. This was their best option at the time, as there was no commercial software available for oilfield service providers. Trican's in-house system went live in 2005. Over the following decade, they moved billions of dollars in revenue through the system.

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> **We've already gotten our money out of this system – even though we've just rolled it out!"**
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> **Mike Bishop**, Former VP of IT, Trican

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However, both technology and the oil and gas industry are constantly evolving. By 2015, Trican's proprietary ticketing system was struggling to keep up. As Mike Bishop, former VP of information technology at Trican, put it:

**"It's not that the technology is old. It's about what we are doing in the oilfield today. What our users expect, what our supervisors expect, the tools we need to put in front of them to do their jobs – all this has changed. We could no longer meet those needs with a stack of technology and a product whose architecture and design were built for what we were doing in 2005."**

## Business Intelligence with FieldFX

Trican had initially encountered the FieldFX solution in 2016, during the early days of scoping out alternatives to their internal system. Near the end of 2018, the company decided to go with FieldFX, after seeing how its new capabilities would help them operate more efficiently. It took approximately eight months to bring FieldFX online across Trican.

One of the key reasons Trican decided to pursue FieldFX was the business intelligence capabilities that the solution provided through its integration with Salesforce. "It's all about data. It's all about having information now," said Bishop. "That's what put us over the top. That made this a no-brainer."

For a company like Trican, a move such as swapping a proprietary system for brand-new software is a once-in-adecade decision. However, because the cloud capabilities of FieldFX's Salesforce integration enabled progress and evolution, it was a relatively easy step to take, said Bishop.

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> **We were able to do our first demo for end users within three weeks. We were able to mock it up, bring in our guys to have a quote, bring it out in front of them, and then use the tool – just three weeks into the project!"**

**Doug McCarty**, Product Owner, Thru Tubing Solutions

>> Customer Quick Facts

INDUSTRY:
Energy

HEADQUARTERS:
Calgary, AB

WEBSITE:
www.tricanwellservice.com

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## FieldFX Steps Up Trican's Game

With FieldFX, Trican realized their ROI very quickly.

"On the IT end, because we stopped building our own software, we were able to free that and capture some of the money. We've already gotten our money out of this system, even though we've just rolled it out."

As of now, the IT team in Trican is already in the process of speeding up their new system for faster results. They've been considering speeding up their payroll cycles and providing next-day field bonuses for better transparency, among other things."

Because we did this ourselves and now have the internal capabilities, we don't slow down," added Bishop. Trican continues to implement new FieldFX integrations across the company, unlocking new capabilities and new efficiencies.

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