



## Shipcom helps Sempra Energy find answers to the WHAT, WHEN & WHERE in their supply chain.

Sempra is a \$11.7 Billion Fortune 500 Energy Services Co. With 14,000 employees, Sempra Energy companies develop energy infrastructure, operate utilities, and provide related products and services to more than 29 million consumers worldwide.

With 5.3 million gas customers and 1.1 million electric customers, Sempra has the largest customer base for any energy utility company in the US. The Sempra Energy group is made up of Sempra Utilities (San Diego Gas & Electric, Southern California Gas Co) and Sempra Global (Sempra Generation, Commodities, Pipeline & Storage and LNG).

### The Sempra Business Challenge

Every year, the Southern California Gas - SoCal Gas (A Sempra Utility Company) installs more than 250,000 meters, including replacements. Internal audit found approximately 3300 meters unaccounted for every year. The cumulative losses accounted for at least \$1 Million annually.

These audit findings and also the expanding scale of SoCal's operations, forced Sempra Energy wanted to rethink their existing manual processes of tracking the meters. Their processes were tedious and time consuming, the data unreliable and the user acceptance, low. The existing system failed to provide the supply chain visibility that the company badly needed.

Sempra Energy began to formally investigate RFID in early 2004. In middle of 2004, Sempra IT and related business teams identified 'Meter Inventory Management Tracking' as a key test area to pilot the technology.

### CHALLENGES

- Improve end-to-end visibility
- Gain better control over inventory and material processing
- Eliminate inefficient paper based tracking processes
- Eliminate occurrences of lost meters & unbilled revenue
- Improve asset reporting
- Achieve higher user acceptance



**We rolled CATAMARAN out to 11 of our warehouses in California; it works great at all locations**

**JIM PILANT, Project Manager,  
Sempra Energy**

### Sempra's Specific Needs

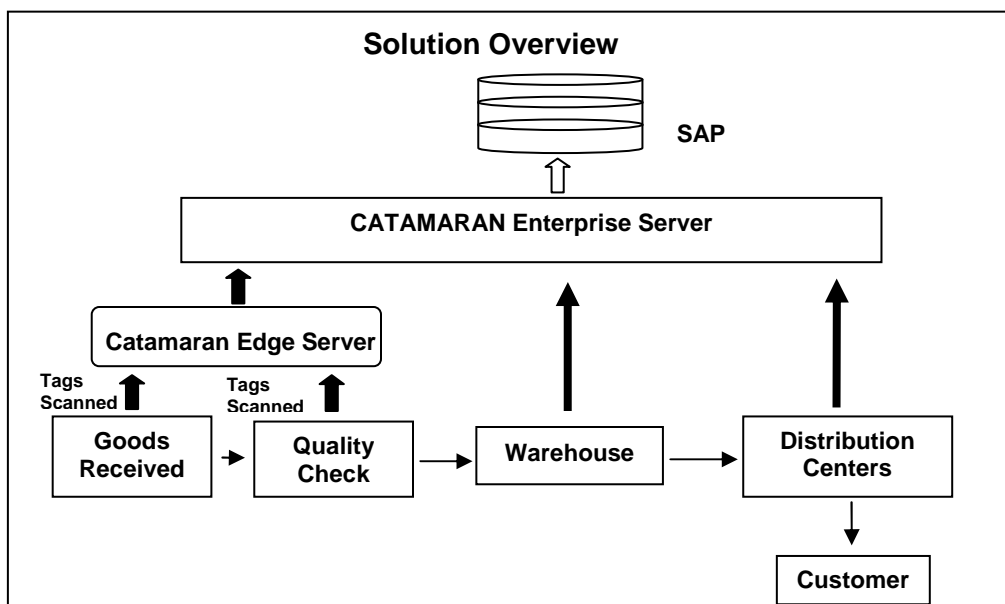
- Solution to provide item level visibility for the meter supply chain
- End-to-end visibility was required from the meter vendor's (American Meters) up to the Service location -- consumer's house
- Seamless integration with Sempra's SAP 4.6C ERP system
- Need for an automated and centralized solution to manage more than 42 district warehouses

### THE SOLUTION

The Sempra Project Team evaluated multiple vendors in the POC stage and selected Shipcom as its lead business partner. Shipcom's RFID solutions are built on the time-tested and proven CATAMARAN platform. CATAMARAN's pre-built SAP adapters and "drag and drop" business processes allowed Shipcom to deliver the solution with an extremely short implementation time.

The solution involved setting up Hand held readers and a fixed portal at the central warehouse. The fixed portal was supported by the CATAMARAN Edge Server and enabled the Central warehouse to automatically record the movement of multiple pallets from its suppliers. The Hand held readers were used as back up to re-scan pallets in case of discrepancy during the quality assurance process and the pallet rebuilding process, ensuring 100% accuracy of goods received.

The CATAMARAN Enterprise server was seamlessly integrated with Sempra's SAP 4.6C ERP system at the central warehouse. More than 42 district warehouses (also called as Base Stations) used hand held readers which communicated over WAN with the CATAMARAN Enterprise Server. This enabled the district warehouses to quickly and accurately control, route and aggregate multiple deliveries and installations. Also, the Central warehouse was now able to track the entire meter supply chain, up to the consumer's door step.



## BENEFITS

- ROI within 30 months and continued savings of \$1.5 M annually.
- Increased inventory accuracy and visibility
- Increased revenues
- Reduced rework, processing time and FTE (Full Time Equivalent).
- Increased productivity
- Efficient recall process
- Timely inspection reports
- Real time data available, allowing for better decision making
- Training needs for operators reduced dramatically, and user acceptance improved
- Administration & labor cost savings

## Key Components

### Software

#### **CATAMARAN Edge Server**

RFID and mobility specific software, running on remote portal

#### **CATAMARAN Enterprise Server**

The software engine that allows development, control and integration of multiple applications

### Services

- Global Business Consulting services for process design
- Global Technology Services for hardware integration, solution architecture and testing
- Global training services to ensure efficient processes



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