



# TAPESTRY

## CLIENT CASE STUDY

Leveraging technology and innovation to operationalize advanced workforce training

### About Our Client

The client, headquartered in Richmond, VA, is one of the nation's largest producers and transporters of energy. The client serves more than 400 cities and towns in eastern and western Ohio. The client distributes natural gas to about 1.2 million residential, commercial and industrial customers in eastern and western Ohio through a 22,000-mile pipeline infrastructure.

### The Situation

Continually evolving compliance requirements, a significant increase in new hires and advancements in technology in the field, combined with the ongoing need for training delivery, had stretched the capacity of the client's training organization and created a backlog of training requests. The client knew they needed to improve their ability to develop and sustain full employee competence across their field operations workforce to enhance productivity and decrease safety risks.

To stay ahead of the curve and cultivate a workforce that is safe, qualified, and prepared for rising changes in the gas distribution industry, the client partnered with Mosaic to analyze the current state of gas safety and training. As a result of the analysis and recommendations, and to sufficiently support the client's multi-billion-dollar pipeline infrastructure replacement program, the client kicked off the Advanced Workforce Training Initiative (AWTI). The goal of this initiative is to provide an integrated training approach that better prepares employees for a safe and successful career and provides a safe and reliable system for their customers.

### Tapestry Offers a Solution

Driving the client's training solution is a desire to utilize technology to ensure training assets are easily sustainable and accessible to field employees when and where they need them—on the job. The client is using a three-pronged approach to training technologies to achieve this goal:

- A **content management system (CMS)** that drives consistency and enables various types of training deliverables to be built once and used many times across different groups.
- Mosaic's cloud-based **information relationship management platform (Tapestry)**, which provides direct visibility into change impacts across regulatory, procedural, OQ, training, and performance support documentation.
- A **help and support tool (HAS)** that makes all training content and job aids accessible in the field and easily searchable by role and task.

The client's enhanced training strategy is helping to develop a more competent workforce, enhance organizational alignment, and empower employees to embody the company's values of safety, ethics, teamwork, and excellence.

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Mosaic is a national training and workforce consulting firm that focuses on the utility and oil & gas industries. We have a deep knowledge base and unique approach to training that uncovers potential and drives business performance. We approach each project with a best-in-class framework to prepare your people for critical business opportunities, new technologies, business process changes, evolving regulatory and compliance requirements, and other workforce challenges.