

NOVEMBER 2025 / INTEGRITY + FIELD RESPONSE

From scattered integrity signals to verified closure across 520 sites

A national convenience retailer connected alarms, test failures, maintenance history, specialist field work, repairs, and post-repair verification in one managed integrity case.

“Every specialist could solve a piece of the problem. No one owned the whole story.”

PORTFOLIO	OPERATOR	ENGAGEMENT
520 sites	National convenience retailer	Nine-month modeled program

THE OPERATING REALITY

Potential integrity concerns entered the portfolio through alarm notifications, failed tests, inspection findings, maintenance calls, inventory observations, and site reports. Different specialists handled corrosion protection, vapor recovery, containment, internal inspection, leak diagnosis, and repair.

The individual capabilities were strong, but the handoffs were fragile. A specialist could arrive without the latest test result. A repair crew could receive a work order without the diagnostic history that shaped it. Post-repair verification might live in another system, leaving the original concern technically “complete” but not clearly closed.

WHY THE MODEL WAS BREAKING

- **REPEATED DIAGNOSIS** - Field teams sometimes reconstructed history that already existed elsewhere.
- **INCONSISTENT URGENCY** - Signals were prioritized differently depending on where they first appeared.
- **UNCERTAIN CLOSURE** - Leadership lacked a single view connecting evidence, action, verification, and disposition.

THE TURNING POINT

SoCo reframed each concern as an integrity case with a beginning, an evidence trail, a decision path, and a verified ending. Third-party specialists remained essential; the managed service made their contributions cumulative rather than disconnected.

WHAT SUCCESS HAD TO LOOK LIKE

- **COMPLETE CONTEXT** Every specialist needed the current evidence and decision history before entering the field.
- **CONSISTENT TRIAGE** Potential severity, operational impact, and missing information needed one shared decision framework.

- **A VERIFIED ENDING** Closure needed to connect the finding, repair, acceptance evidence, and post-repair verification.

THE SOCO INTERVENTION

One integrity case from first signal through field verification

01 Preserve the full operating context

SoCo assembled signals, alarms, service history, drawings, test results, prior repairs, site conditions, and stakeholder decisions in one case record. The next provider could see why the case existed before going to the field.

02 Qualify and prioritize the concern

Cases were triaged using customer-approved severity, operating-impact, and information-quality rules. Incomplete information triggered a focused diagnostic step rather than an oversized or premature repair response.

03 Orchestrate the right field sequence

SoCo coordinated diagnostic providers, internal teams, repair resources, access, scope changes, documentation, and escalation so every field action advanced the same case.

04 Require a verified ending

Repair, post-repair testing, acceptance evidence, and disposition remained connected. Closure meant the customer could see the finding, the decision, the completed action, and the proof—not simply that a work order was marked complete.

HOW THE OPERATING MODEL CHANGED

BEFORE	AFTER
Signals, work orders, tests, and repairs in separate records	One integrity case preserving the complete evidence trail
Specialists dispatched with partial history	Field scope built from the latest diagnostic context
Completion based on task status	Closure based on documented action and verification

MODELED OUTCOMES

PRIORITY RESPONSE	DIAGNOSTIC FOCUS	ACTION SPEED
100% of high-priority concerns assigned a plan within one business day	30% fewer repeat dispatches caused by incomplete history or unclear scope	20% shorter time from confirmed finding to corrective-action assignment

REPRESENTATIVE CUSTOMER VOICE

“Before, each specialist saw one piece of the issue. Now the site history, diagnostic evidence, repair decision, and verification stay connected.”

VP, Facilities and Asset Management | National Convenience Retailer

THE BUSINESS VALUE

The managed model reduced the cost of rediscovery. Specialists entered the field with better context, leaders saw a defensible decision trail, and the customer gained confidence that a closed case represented a verified operational outcome.

Connect every integrity concern to the right field response and documented closure.