

## Data Improvements Provided for a Fortune 500 Gas and Electric Utility



### AT A GLANCE

#### CLIENT CHALLENGES

- Large volume of source documents in different formats
- Workload fluctuation creates staffing model difficulties
- A more precise geographic alignment of data was needed
- Timely posting of gas, electric, and landbase work orders was difficult to maintain

#### CLIENT BENEFITS

- A proven work request posting delivery model providing a lower-risk, value-add implementation
- Work orders can be created in a single ArcFM session outside of normal US workday hours
- Access to an extensive pool of utility-based GIS expertise utilizing Esri ArcGIS/ArcFM software environments that reduces onboarding time and turnover

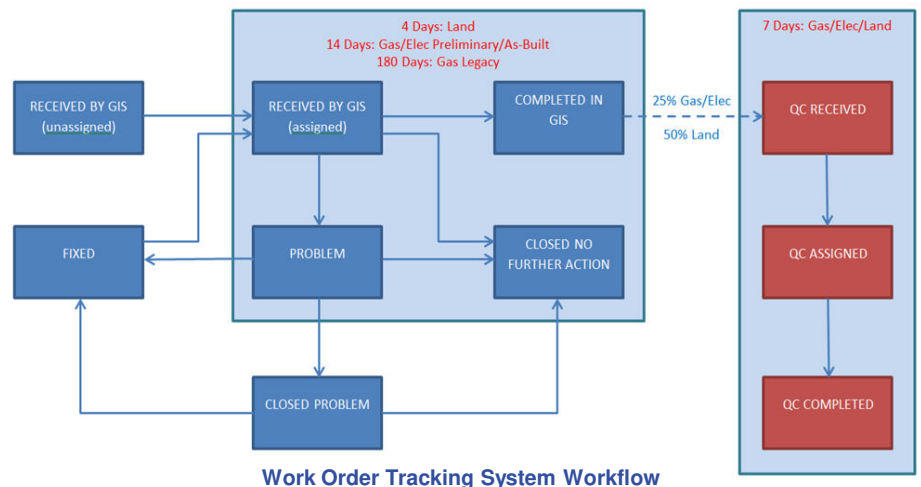
### Business Need

With approximately seven million gas and electric customers in eight different states, our client was looking to enhance their business processes for managing GIS data.

To update and maintain the data, GIS features and attribute information needed to be captured from multiple source documents in both paper and digital form. A comprehensive Managed Services solution was required to ensure continuous data improvements enabling lower operational costs and better decision-making.

### RAMTeCH Solution

Gas, electric, and landbase work requests are entered, monitored, completed, and billed through our client’s proprietary web-based work order tracking system. Images of work orders and as-built sketches are made available through an integrated document imaging system. Data quality and process efficiency are measured and reported to management periodically.



Work Order Tracking System Workflow

### Results

RAMTeCH deployed a proven work request posting delivery model at our client’s site, utilizing a blended labor strategy that employs domestic (US) offsite management in support of over 100 offshore and onsite resources to minimize and eliminate GIS data management issues.