

## Accelerating Hope Gas's Esri Utility Network Implementation and Migration

UN

Utility Network

PS

Professional Services

### AT A GLANCE

#### CLIENT CHALLENGES

- A system implementation and migration from GE Smallworld to the Esri platform and UPDM UN data model needed to be completed within a nine-month timeframe
- Implementing the Esri platform was required as the gas assets could not be maintained in the legacy data format

#### CLIENT BENEFITS

- Leveraged RAMTeCH's proven solutions and processes, *gReady™* for the data assessment to address all data issues before the migration and *uNet™*, to execute the migration efficiently with high-quality results
- RAMTeCH's *gMobile™* application framework built on the Esri Maps SDK was also deployed for GIS data collection in the field

### Business Need

As of December 2023, Dominion West Virginia's distribution assets and supporting operations was transferred to Hope Gas (Hope), a gas service provider to approximately 125,000 residential, industrial, and commercial customers in 35 WV counties. Prior to this transition and as part of the Customer Service Improvement Plan, Hope required a system implementation and migration from its current GIS data in GE Smallworld to the latest version of the Esri platform with ArcGIS Enterprise Portal, ArcGIS Pro, Utility Network (UN) toolset, Utility and Pipeline Data Model (UPDM), and a GIS mobile application. This Esri platform implementation and gas data migration project needed to be completed within a nine-month timeframe. Facing this challenge, Hope reached out to RAMTeCH to support this effort.

Hope Gas acquired gathering transmission, and distribution assets and their supporting operations which included the GIS data in a legacy GIS. Hope was not able to maintain the gas assets in this legacy data format and needed to implement the Esri platform to enable their operations to maintain the data, capture inspection in the field, and generate compliance reports for the newly acquired gas distribution systems by the end of 2023. RAMTeCH was tasked with completing the Esri platform implementation, mobile application, and gas data migration within a nine-month timeframe.

### RAMTeCH Solution

To transition Hope to the Esri platform and UPDM UN data model, RAMTeCH executed a project with two primary tracks:

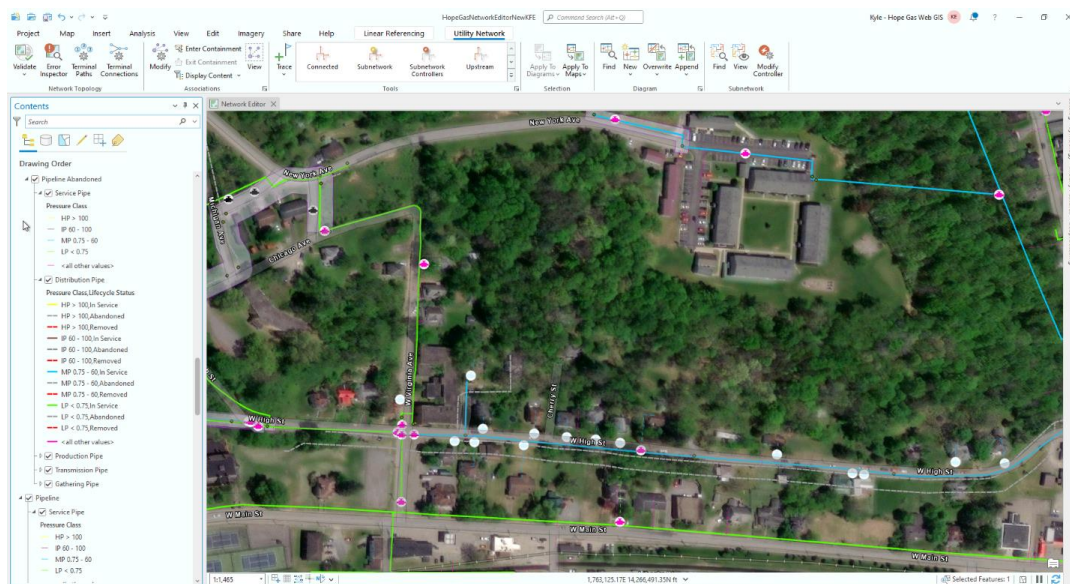
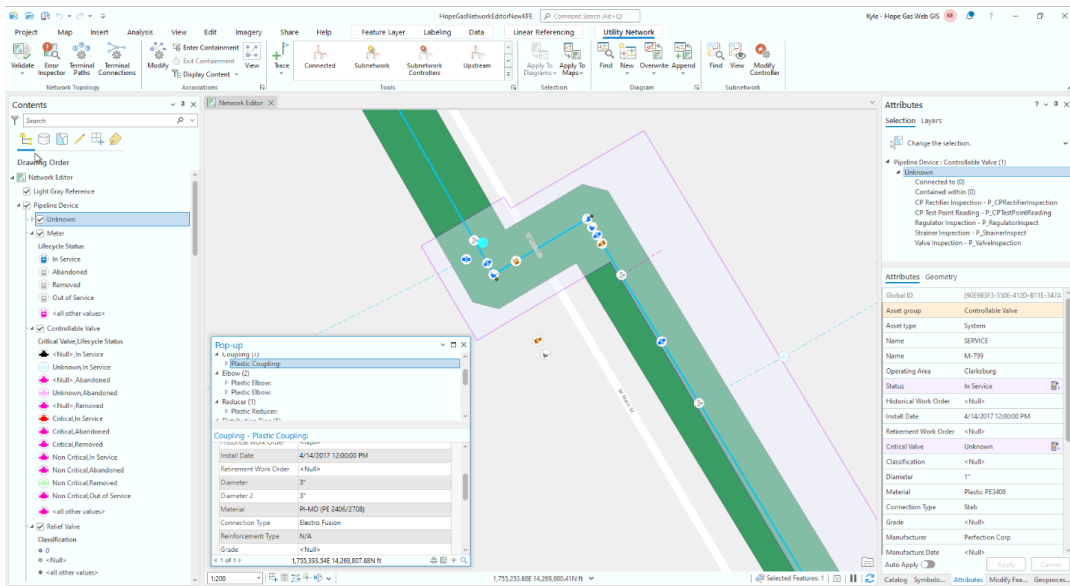
1. Systems and Software – Deployed Windows servers and SAP HANA databases, ArcGIS Enterprise 11.1, ArcGIS Pro 3.2.2, and UPDM with Utility Network Version 6, and a Mobile GIS application built on the Esri Maps SDK deployed on Panasonic Toughbooks
2. Data – A UN data readiness assessment was performed, and the GIS data was migrated from its legacy GE Smallworld format to Hope's UN UPDM in a SAP HANA database

The project tracks were performed in parallel leveraging RAMTeCH's GIS project experience and best practices. The UN readiness assessment was

performed with **gReady™** and data migration with the **uNet™** solution and processes. Meanwhile, QA, acceptance testing, field testing, and training were completed as the development and test environments and apps were built, installed and tested. RAMTeCH provided post go-live support to ensure the ongoing success of the new GIS for Hope.

## Results

RAMTeCH successfully delivered the new Esri GIS to Hope within the accelerated nine-month timeframe and agreed expectations. Leveraging our trusted and structured tools and processes, RAMTeCH implemented the Esri platform and mobile application with the UN UPDM and migrated the legacy GIS data to Hope's new Esri GIS. This migration included cleansing, UN rules configuration, creation of topology and loading into the UN SAP HANA database. Executing this project with a global delivery model enabled Hope to leverage US-based oversight, analyst, and customer support while receiving technical scale and cost effectiveness through our offshore operations. RAMTeCH also provided 90-day hypercare and ongoing expert GIS technical administrative support to supplement Hope technical resource constraints.



*"With no hesitation and true confidence", stated Hope's Nagy Nagiub, VP, Corporate Services, "RAMTeCH stepped in and provided the necessary solution and personnel to ensure Hope had its new GIS operating by the firm deadline set by the State of West Virginia. Our collaboration with RAMTeCH guaranteed all expectations were met and Hope's systems program was a success".*

*- Nagy Nagiub, Vice President of Corporate Services, Hope Gas*