

Mobile

Case Study - Vancouver Productivity Soars with GeoKNX Mobile

Case Study—Vancouver, WA

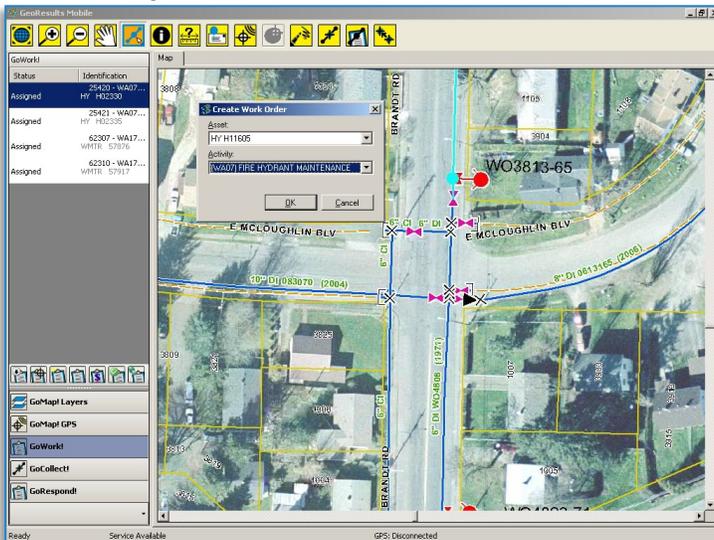
Mobile technology is helping the City of Vancouver's Water Department extend its enterprise information system to the field. They wanted to track and record field activities to meet regulatory and GASB34 requirements, reduce paper based business processes and data entry backlog and lag in the office, and provide quality up-to-date maps and data for field operations. At the same time, they also needed to keep costs down, use existing infrastructure, and get a return on investment within six months. The City used a paper-based business process that made it difficult to track work performed on their assets in the field. With a growing City and higher demands on staff, it was also difficult to provide field users with up-to-date maps and keep up with the backlog of paper forms waiting for entry into the system. Supervisors in the office would print out a paper form and map for field crews to retrieve before heading out to the field to perform operations/maintenance work. The field crew would fill out the paper form, mark up the map, and return the paper to the office when they could. Someone in the office would then hand-enter the information from the paper into two separate systems (GIS and Work Management). Large backlogs of paper would often take months to get into the system. Budget constraints were also a problem.



"In the early stages of developing an asset management system, it was necessary for the City to implement a mobile solution that would provide access to our asset information as well as allow us to link the assets to our GIS mapping environment," said Steve Furno, Engineering Specialist, Support Systems - Water System Planning and Design for the City of Vancouver

Return on Investment

The City selected MarshallGIS's GeoKNX Mobile for their mobile GIS software. GeoKNX Mobile provided a connection to the City's ArcSDE GIS and a connection to their work management system (Hansen) allowing field users to retrieve, update work orders, and service requests in the field. GeoKNX Mobile also provided a visual display of their activities on the map and their current location with GPS integration.



"For us, Marshall was the solution (that met our needs). They have supplied continued software support and development with our software upgrade paths and have created customizations to provide a seamless interface for our users. Having a partner like Marshall has been a compliment to our vision of a mobile solution that would suit our needs today and be ready for the challenges of tomorrow," said Steve Furno, Engineering Specialist, Support Systems - Water System Planning and Design for the City of Vancouver

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