



CITY OF NEW ALBANY, IN: CENTRALIZING AND MODERNIZING UTILITY GIS

Pro-West has worked with the City of New Albany Wastewater Utility for two years, implementing focused solutions to support asset management, field operations, operational awareness and planning.

THE CHALLENGE

The City was utilizing a paper-based system to manage assets, and relied heavily on CAD and paper maps. It needed to centralize maintenance and inspections, as well as field operations, to ensure all employees had access to accurate information and a common operating picture.

In addition, field staff needed a smart, fast method of accessing utility data in the field via smartphones.

THE SOLUTION

To solve the Wastewater Utility's challenges and provide access to up-to-date GIS technology, Pro-West implemented an asset management system, equipping New Albany to track inspections and maintenance easily and effectively.

An ArcGIS Online solution was also implemented to support field operators using smartphones and tablets.

Together, these solutions enabled the City of New Albany's Wastewater Utility to meet its GIS objectives. A common operating picture was achieved across all stakeholders, field to office workflow is much improved, and access to critical data is available in the field in real time, increasing efficiency for both field and office-based staff.

Pro-West provided training and support to the City's staff to ensure they were knowledgeable in the operation and capabilities of the new solution. Pro-West continues to provide these services as the Wastewater Utility grows and its needs evolve.



TECHNOLOGY

- ArcGIS Online
- Enterprise Geodatabase
- ArcGIS for Server
- ArcGIS for Desktop

