

FIELD OPERATIONS
WEBINAR SERIES
UTILITIES, WATER AND TELECOM

May 14 | May 21 | May 28

Inspect | Construct | Innovate



FIELD OPERATIONS WEBINAR SERIES

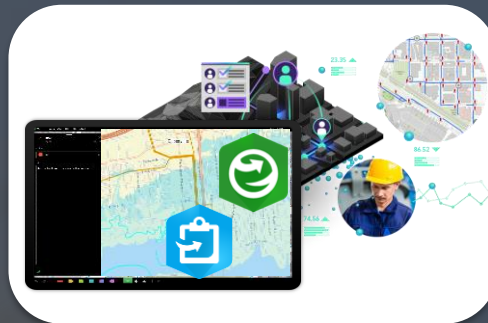
UTILITIES, WATER, AND TELECOM

**Improving
Inspections and
Maintenance**



May 14

**Optimizing
Capital Work**



May 21

**Transforming
Fieldwork with
Advanced
Technologies**



May 28

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Expand or Collapse
Your Control Panel



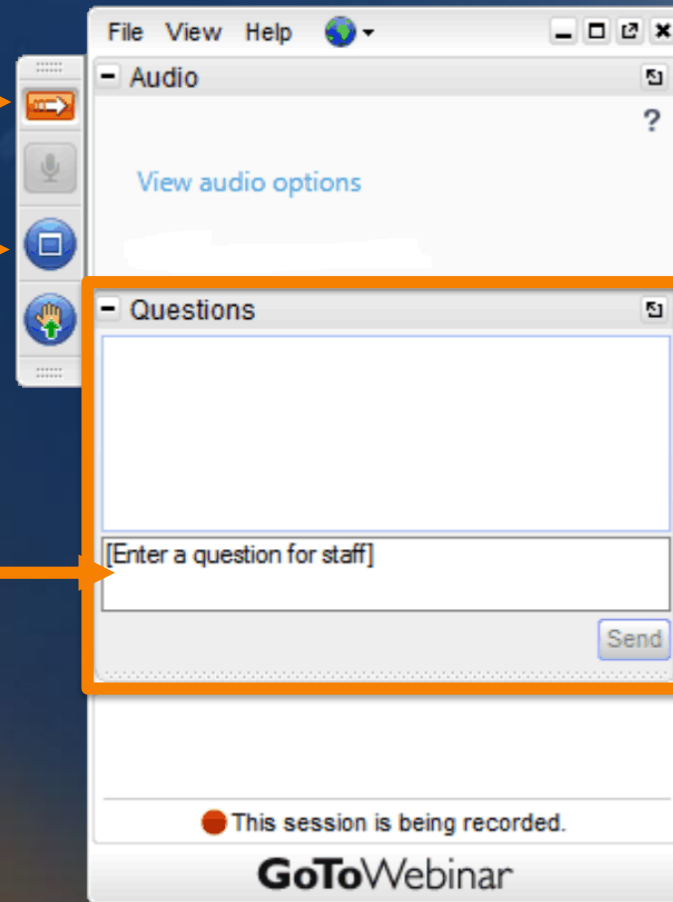
Adjust Your View



Ask a Question



Submit Your
Question



**** The Webinar is Being Recorded ****

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Speakers



Christa Campbell

Industry Specialist
Water

Esri

Moderator



Pat Hohl

Director
Electric

Esri



Mike Hirschheimer

Solution Engineer
Utilities & Telecom

Esri



Eric Wagner

Solution Engineer
Water

Esri

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Agenda

- Overview Common industry goals for new workflows
- Demonstration Understanding and managing workload
- Demonstration Streamlining work and record keeping
- Demonstration Communicating real-time status & optimization
- Review & Questions and Answers

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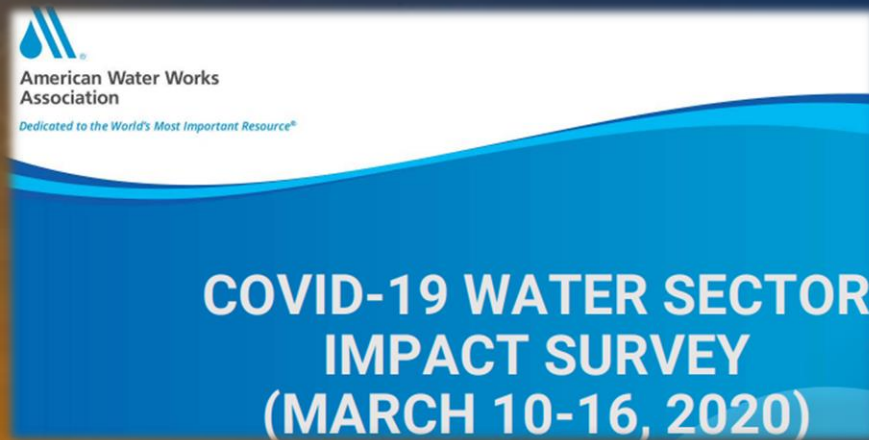
Forbes

Billionaires Innovation Leadership Money Business Small Business

18,457 views | Apr 15, 2020, 01:53pm EDT

The Telecom Industry Is Proving Essential In The COVID-19 Response

"Communication service providers will likely accelerate their digital transformation, institutionalizing new ways of working for their employees"



American Water Works Association
Dedicated to the World's Most Important Resource®

COVID-19 WATER SECTOR IMPACT SURVEY (MARCH 10-16, 2020)

46% of agencies anticipated challenges to field operations



westMONROE

Articles

The Impact of COVID-19 on U.S. Utility Operations

March 27, 2020

"Now is the opportunity to accelerate their digital capabilities, with a focus on employee engagement and operational efficiency."

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Plan

Use location to plan and coordinate field activities

Navigate

Navigator for ArcGIS



Coordinate

Act on real-time conditions in the field to update worker tasks

Understand

See what's happening around you with maps



Monitor

Know where workers are and see the progress of work in real-time



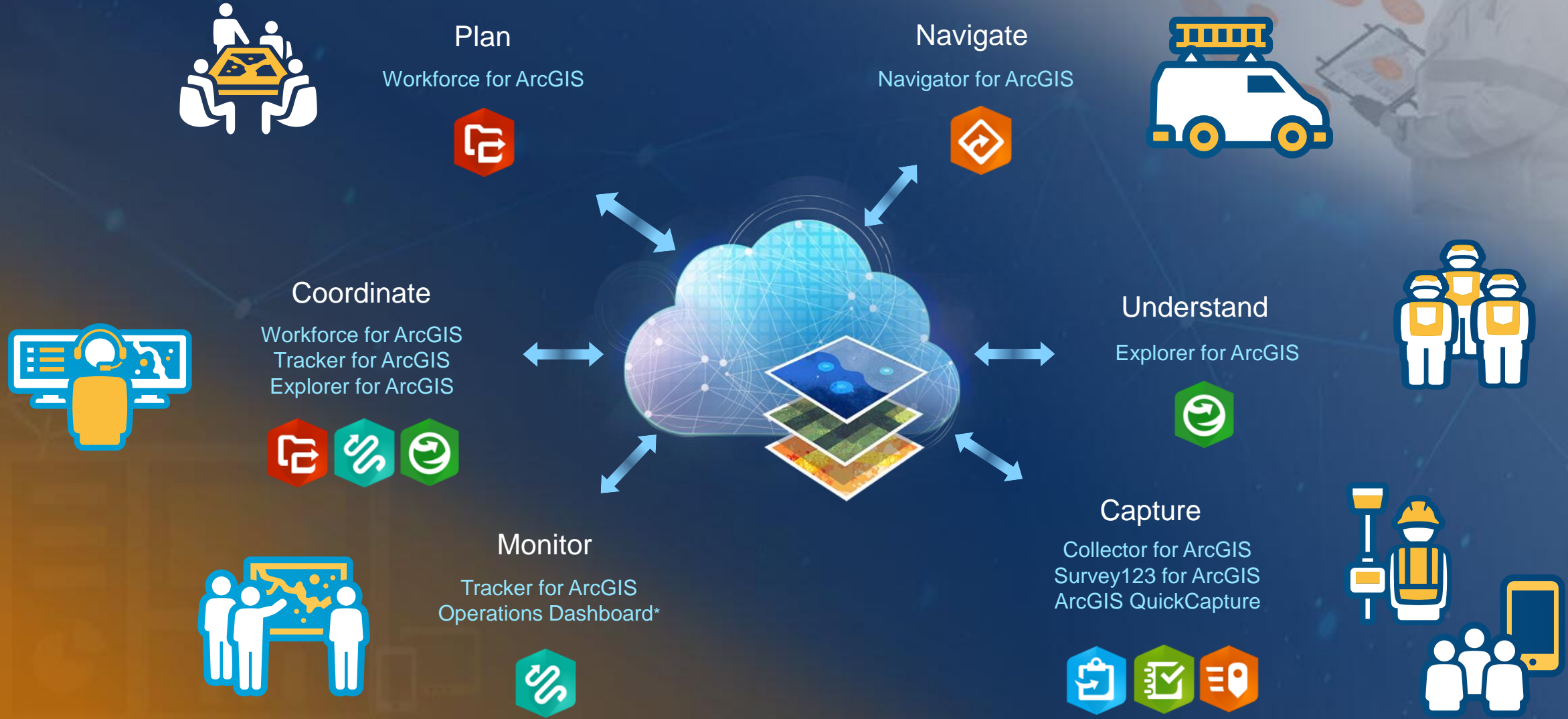
Capture

Perform data collection and send it back to the office from anywhere



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3 Key Focus Areas



Understanding
Workload



Streamlining
Work



Real-Time Status
& Optimization



...Creating A Platform for Understanding and Decision Making

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Understanding
Workload

Effective work **planning** and **scheduling** comes from **understanding** location.

- How can work planning be improved with location technology?
- How can scheduling account for priority?
- How can productive hours be increased?

Demonstration | Understanding Workload

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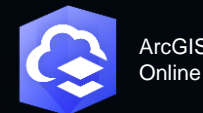
Mike Hirschheimer

Understanding Workload



Pat Hohl

- Plan with location
- Visualize priorities
- Increase productivity



ArcGIS
Online



Workforce
for ArcGIS

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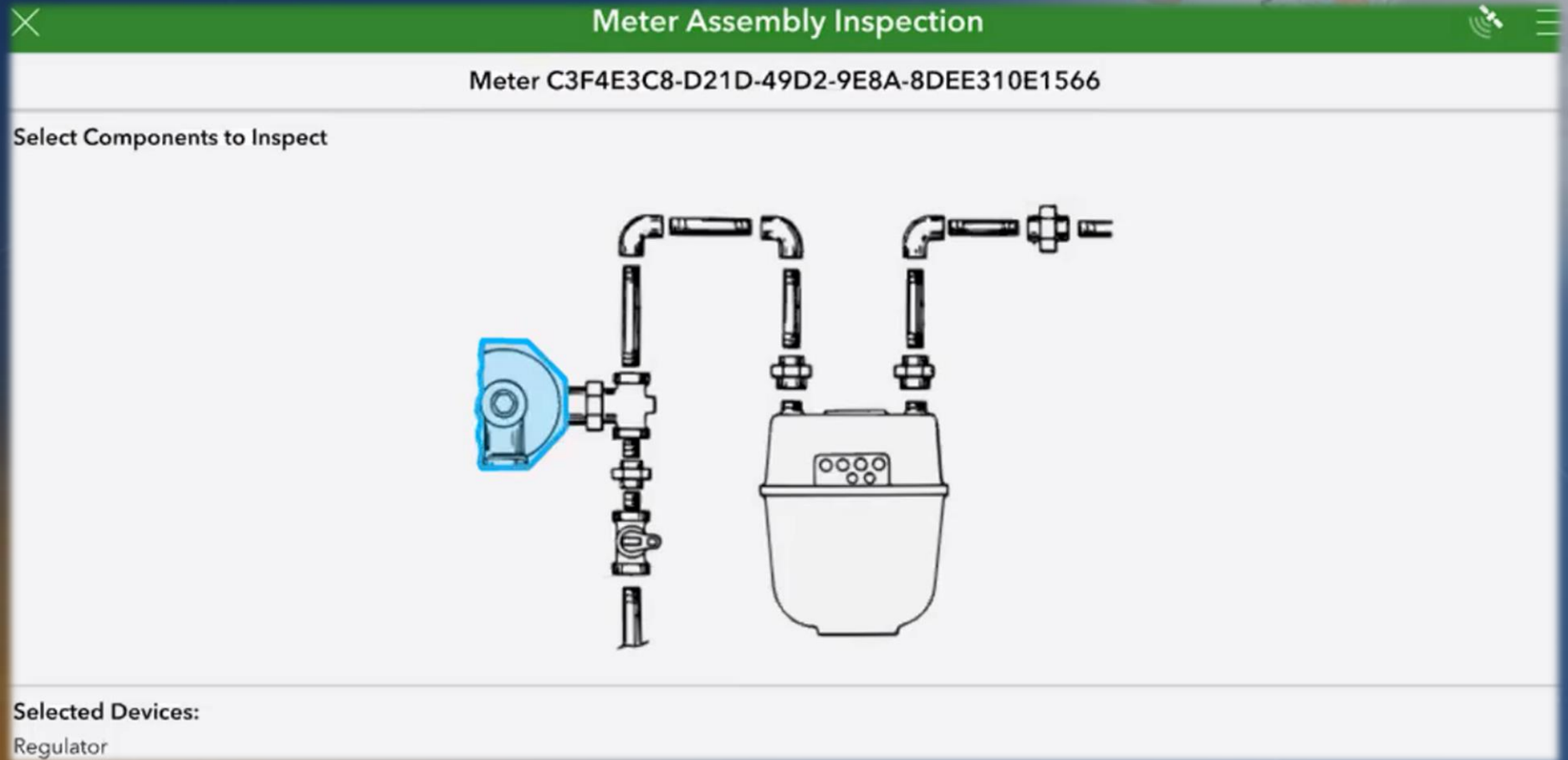


Streamlining
Work

Efficient field inspections depend on **smooth** workflows, **convenient** data gathering, and **easily** capturing follow-up work.

- How can paper workflows be updated?
- How can errors be minimized?
- How can delays be eliminated?

Demonstration | Streamlining Work



Mike Hirschheimer

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Streamlining Work



Pat Hohl

- Smooth workflows
- Convenient data gathering
- Easy follow-up work



Survey123
for ArcGIS



QuickCapture
for ArcGIS

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3

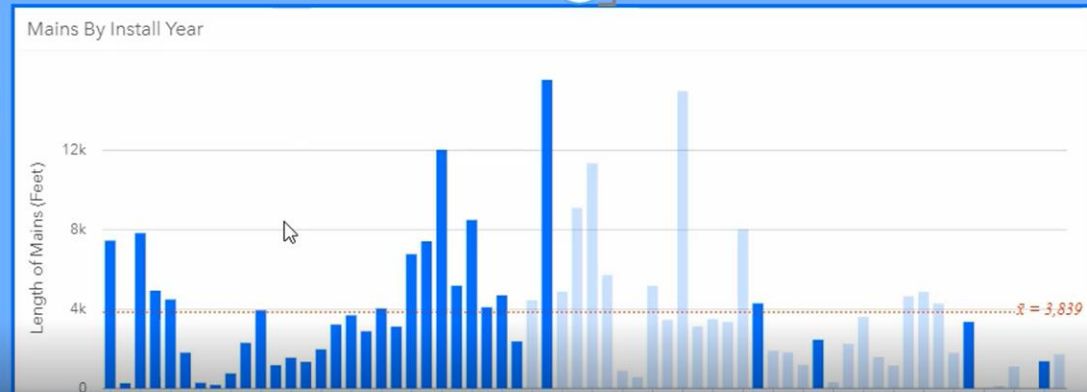
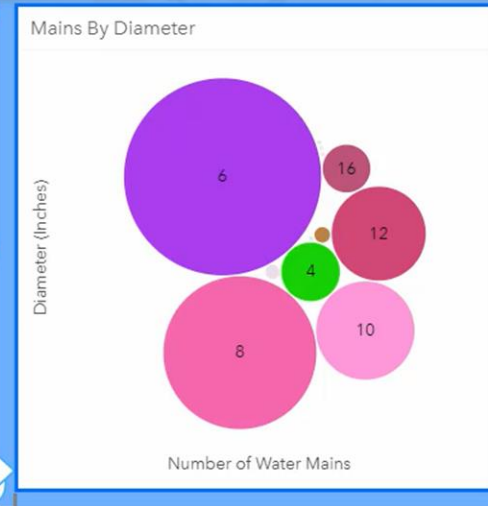
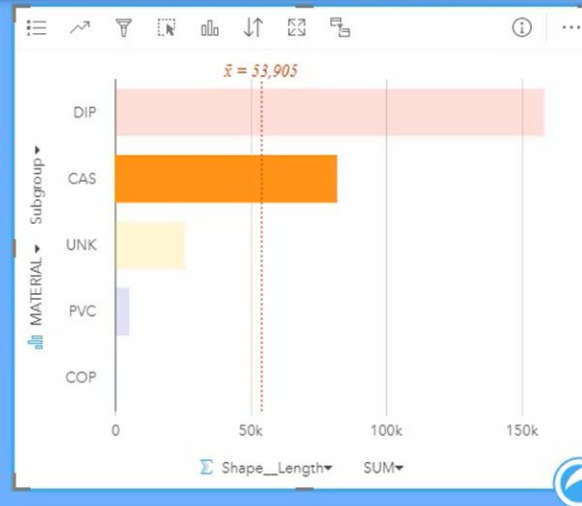
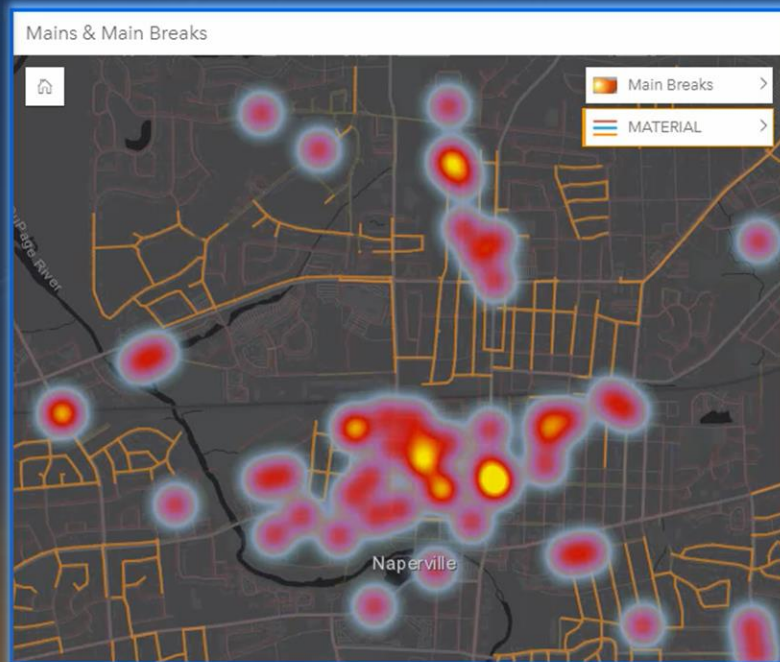


Real-Time Status
& Optimization

Effective field operations requires understanding how work is **progressing**, and the **resources** needed to meet performance targets.

- How can progress be monitored?
- How can trends be spotted?
- How can resource needs be projected?

Demonstration | Real-Time Status & Optimization



Eric Wagner

Real-Time Status and Optimization



Pat Hohl

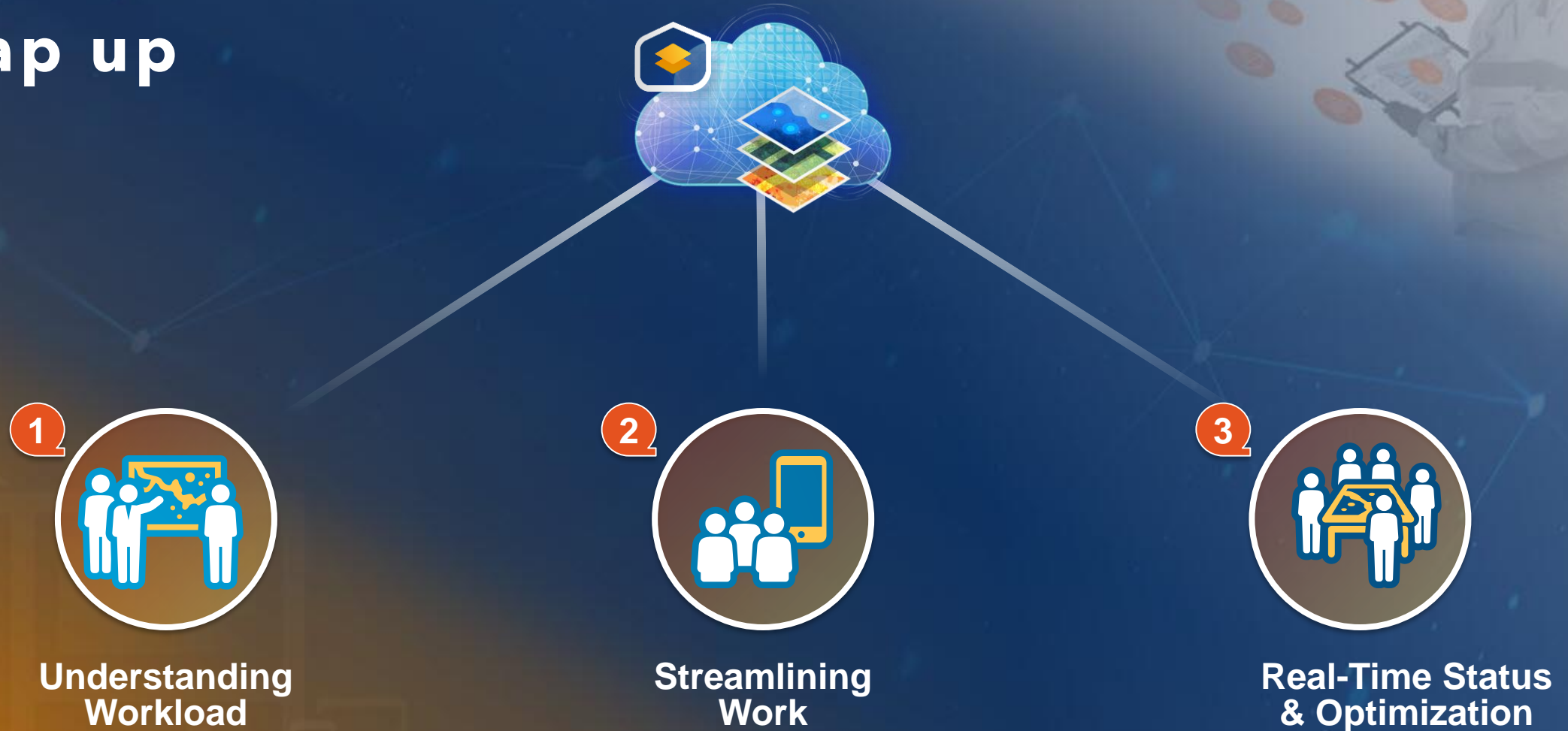
- Monitor progress
- Project resource needs
- Spot trends
- Meet targets



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Wrap up



...Creating A Platform for Understanding and Decision Making

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Stay Connected



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- @EsriElectricGas
- @EsriTelecom



- Water Utilities
- Electric and Gas
- Telecommunications



- Christa Campbell
- Pat Hohl
- Mike Hirschheimer
- Eric Wagner



esri

THE
SCIENCE
OF
WHERE

