

## Background

UPT is an electric utility serving customers in the western US. They are responsible for both electric transmission and distribution. In 2016 UPT approached WebMapSolutions about building an offline native iOS ArcGIS mobile app. Targeted at tablets, the mobile app needed to provide asset management capabilities for field staff.



## Discovery Process

We start all our customer engagements in a preparation/understanding phase. We focus on 3 key questions:

1. Q. **Where are you today?** A. Staff use 4 different mobile apps
2. Q. **Where would you like to be tomorrow?** A. Provide staff a single offline iOS ArcGIS mobile app which combines 4 apps into 1 providing asset management capabilities.
3. Q. **What is the best path to get you from today to tomorrow?** A. Leverage the iOS ArcGIS Runtime SDK to build a custom solution.

## GIS Solutions Engine

Our second phase: GIS Solutions Engine, guides our implementation. This is made up of 4 key steps:

1. **Planning** - Taking the Discovery findings and building out a detailed development plan.
2. **GIS Data Preparation** – Data preparation was crucial. That included publishing editable and non-editable Feature Layers, and preparing offline base maps.
3. **Implementation** – This was a complex implementation, with many GIS tools including: inspections, fault finder, offline routing, reporting and outage monitoring tools.
4. **Review & Repeat** – Extensive testing and review produced the perfect solution.

## Results

The mobile app was a big success. Providing a single solution for all remote staff to use for asset management and other mission critical tasks. The client said: **“This single app has greatly simplified how our remote staff get their work done.”**

## About WebMapSolutions

We provide new ways for utilities to leverage mobile GIS mapping technologies to improve how their field staff get their jobs done. Contact us:

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