SOSMobile Case Study: Boothbay Region Water District

SOSMobile's Role in Helping One Small Maine Water Company Increase Efficiency

In 2015, Jon Ziegra, Manager of Boothbay Region Water District (BRWD) in Boothbay, ME, had already done a time and motion study revealing the inefficiencies associated with field data collection via their paper work order process. When approached by their CIS vendor, Northern Data Systems (NDS), suggesting a way to get rid of the paper, Ziegra was intrigued.

NDS had recently developed a partnership to offer an integrated version of InsightAtlast's SOSMobile software to their EDIFICE clients.

As work orders are generated by EDIFICE's Service Management module, they are "pushed out" to mobile devices for completion in the field—in BRWD's case Android phones. The collected data is then sent back to the EDIFICE system.

BRWD loaded their GIS maps on the mobile devices as well—giving field workers essentially everything they need to complete their work. And Ziegra's young millennial field force took to the new technology and procedures in no time.

Nearly two years later, Ziegra is very pleased with the outcome.

"It just makes record keeping and billing so much easier," Ziegra said. "This has really become a massive data tool for us. The system helps locate meters, identify serial numbers, access inventory, view a location's past work history , and generate work orders."

"Further," explained Ziegra, "InsightAtlast and NDS have been very responsive in accommodating our particular needs."

SOSMobile—just one more tool that allows BRWD to do more with less.

Quick Facts About BRWD

Meters: 3,209

Employees: 11

Field Technicians: 5

Service Area: The communities of Boothbay, Boothbay Harbor and Southport. Significant number of seasonal customers.

Customer Information System:

Edifice by NDS

Started Using SOSMobile: 2015

SOSMobile Modules Used:

- SOSMobile Server (required)
- SOSRemote on Android Phones

Key Benefits Gained:

- Entering meter information, time and parts at the source means more accurate data and billing lag reduction
- Collecting inventory used in the field allows real-time inventory counts and better management
- Saves time and greatly improves efficiencies in the overall work order cycle

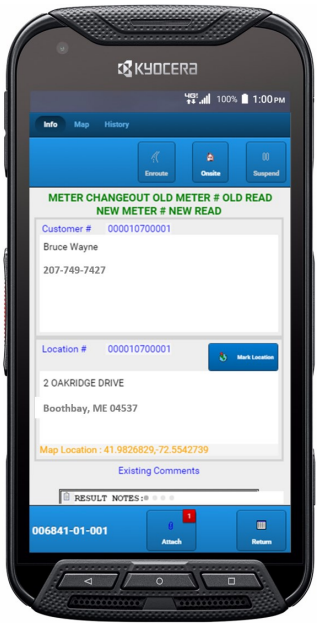
BOOTHBAY REGION WATER DISTRICT

SOSMobile™ by InsightAtlast

Field Force Automation Made Easy

InsightAtlast.com

More on how BRWD uses SOSMobile.

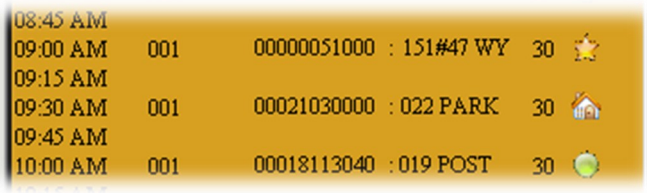


The first screen of a meter changeout Closing Wizard on the SOSRemote device.

Originally BRWD was creating work orders in the Service Management module of NDS's EDIFICE, printing them, and passing them out to the field workers. The field workers would return the completed paperwork, where office personnel would have to decipher handwriting and update the appropriate system.

Now the paper orders are electronically transmitted to the field devices. When the order is closed, all entered information such as, meter readings, stock used, crew member time, description of work completed, etc. is transmitted to the office. All data entered into SOSMobile is logged and available for reporting purposes—either through its canned reports, or using most any report generating tool.

Although SOSMobile has its own map-based dispatch module (SOSDispatch), BRWD is using the component in EDIFICE to schedule and distribute work. When the field worker clicks on one of the status buttons—Enroute, Onsite or Suspended—the office is notified of the status change with the corresponding icon.



EDIFICE Calendar Screen with status icons. The "house" indicates the tech is Onsite.

Boothbay Region Water District manager Jon Ziegra explains how field workers access information on their mobile devices at a Trustee meeting on July 28, 2015. (Courtesy of BILL PEARSON/Boothbay Register)

Closing Wizards and forms can easily be created and/or customized for the individual utility. BRWD uses an electronic form (as seen below) for backflow testing.