

CABLE-TEC EXPO® 2017

SCTE • ISBE

# THE NEXT BIG...

DEAL  
CONNECTION  
INNOVATION  
TECHNOLOGY  
LEADER  
NETWORK



DENVER, CO  
OCTOBER 17-20



THE IMPACT OF GOOD FIELD SERVICE ON  
CUSTOMER SATISFACTION

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# GIS A Success Story

## Facilitating a Customer Journey

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## Journey to GIS

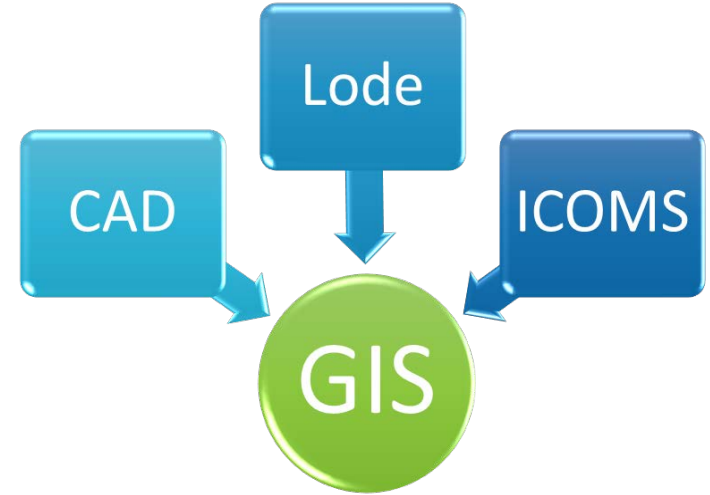
Migration of CAD, Lode, and ICOMS data to GIS

- CAD – Simple Drawings
- Lode – Coax Design Software
- ICOMS – Billing System

No automatic syncing among the source systems

CAD & Lode had to be migrated to a single system

ICOMS Integration was added to keep GIS and billing synchronized

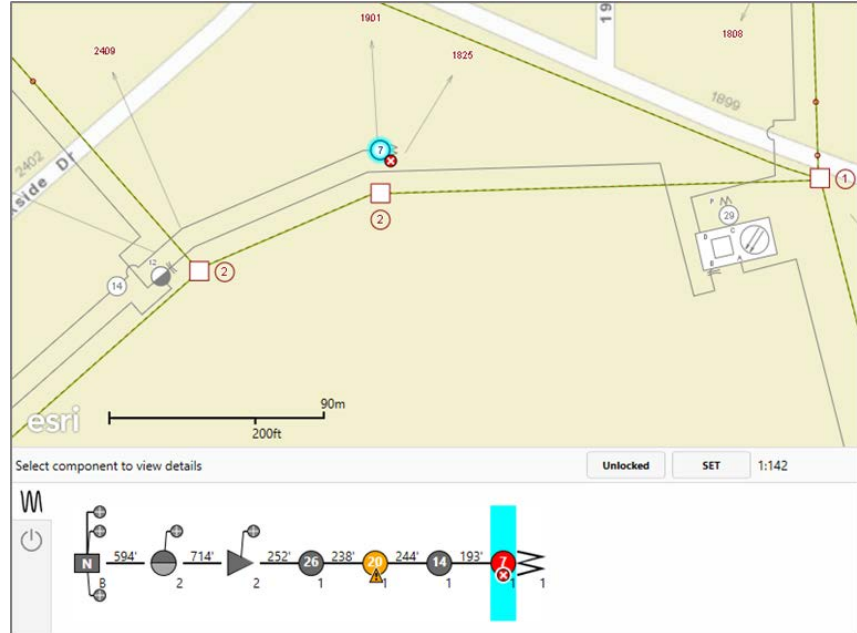


## Project Goals

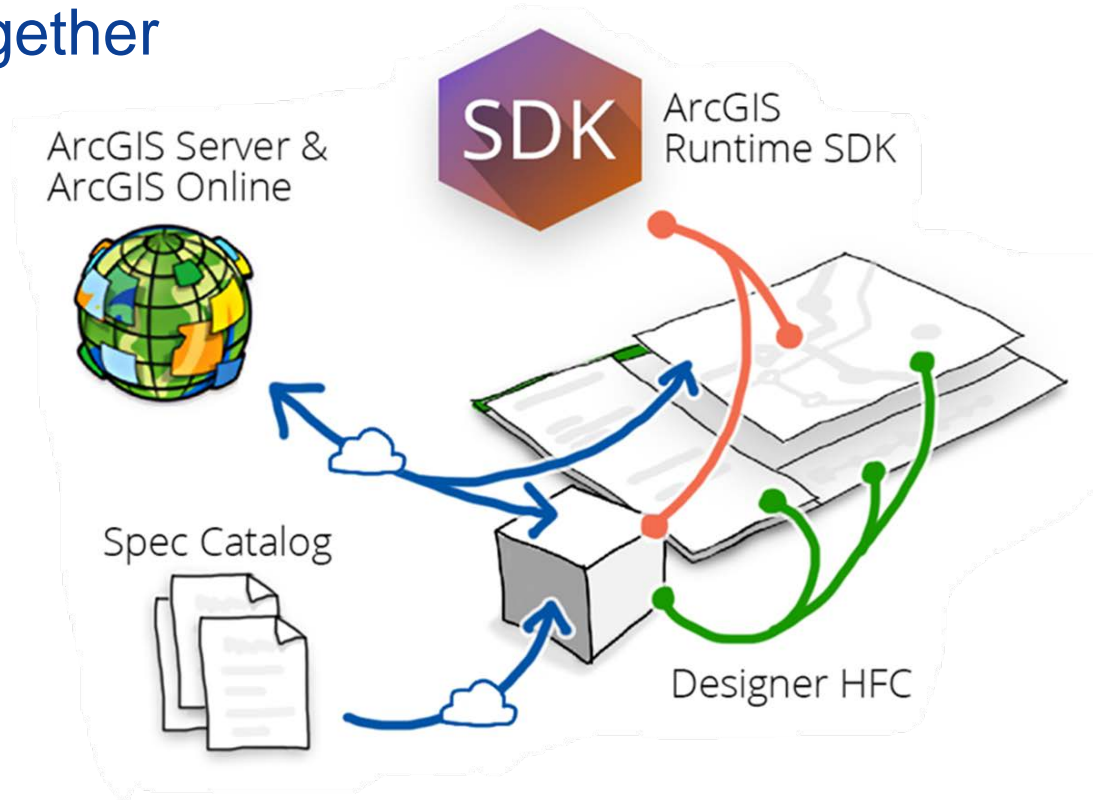


## App Design Goals - DHFC

- Simplified Workflow
- CAD look on a GIS Map
- Immediate Validation Spec
- Automatic Component Selection
- Custom Spec Catalog



## Putting it Together



## Move into New System

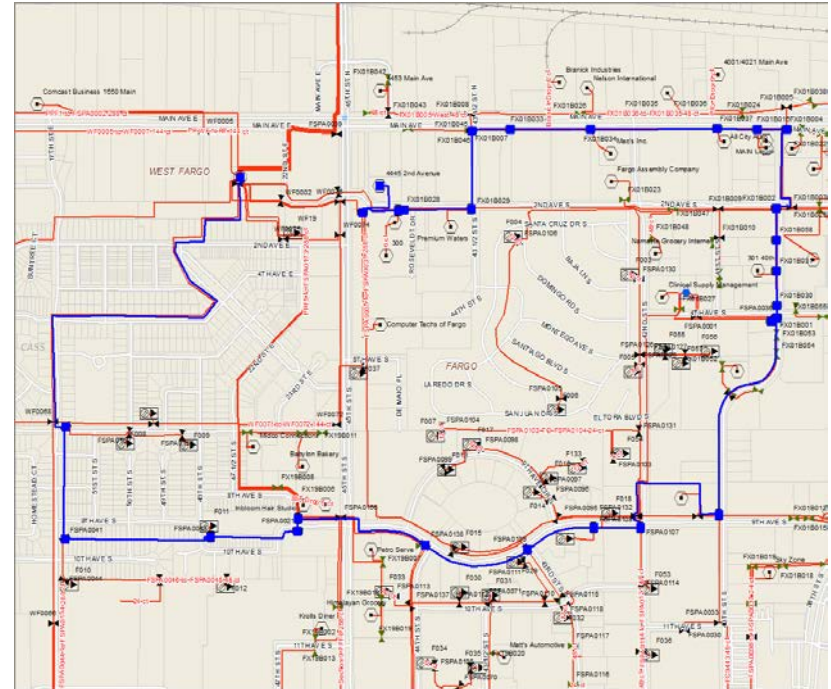
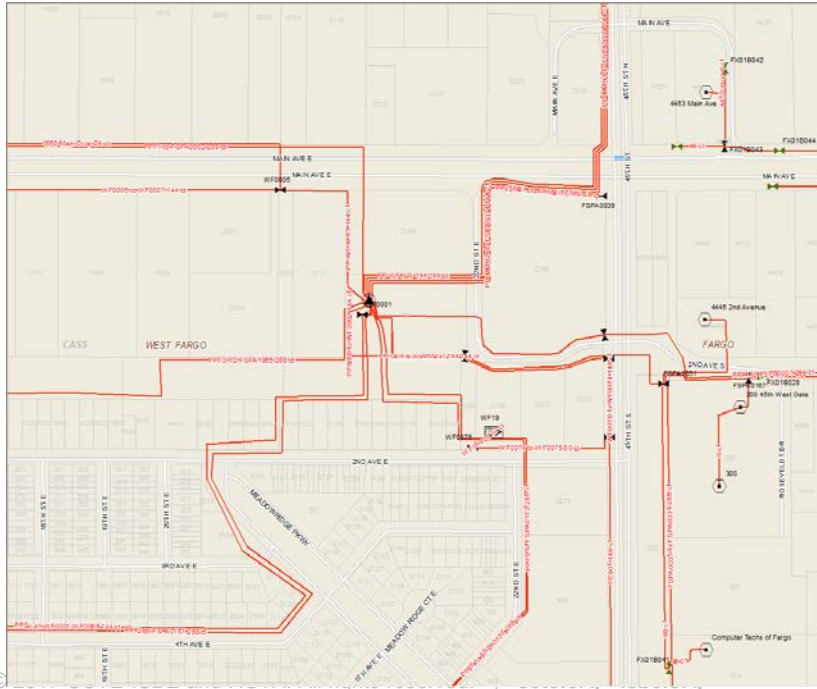
- Network changes during migration
  - Tracked all changes via redline drawings
  - Worked internally and with our conversion vendor to resolve all outstanding work
- Small labor force for a large project
- Training of existing staff in new system
- Developing a product and migrating to it simultaneously





## Schneider ArcFM

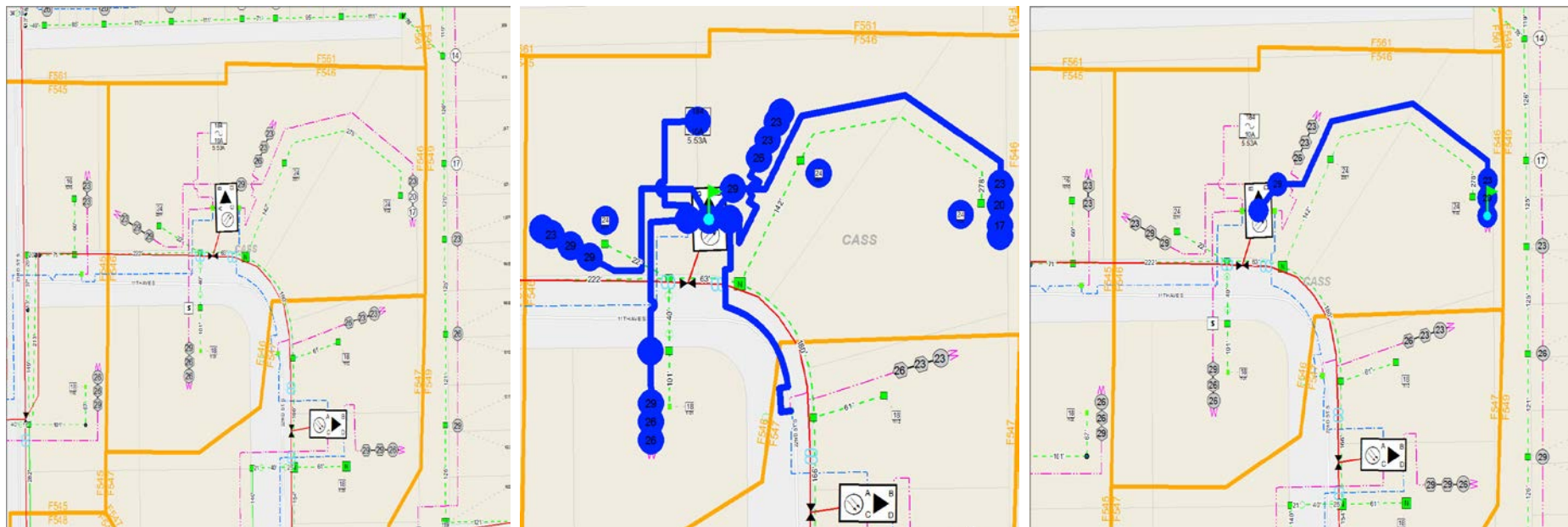
### Trace Route from Headend to Customer



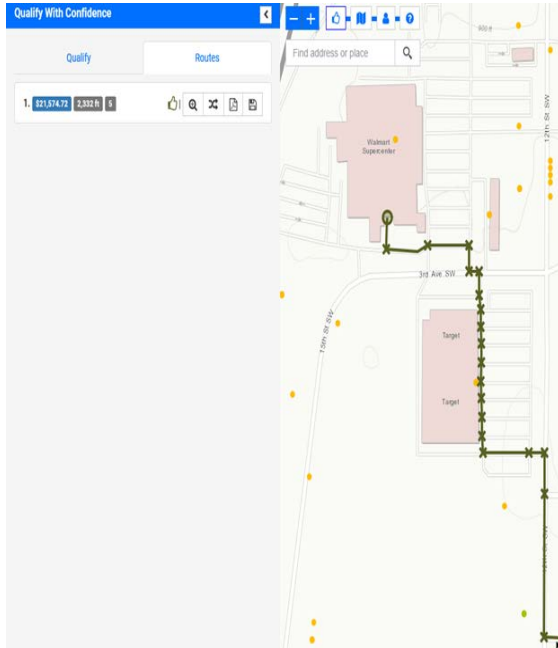


## Schneider ArcFM

### Coax Node, Upstream and Downstream Trace



## Service Qualification App



The application supports the workflow of business serviceability by providing users with estimated construction lengths, costs and business passing's.



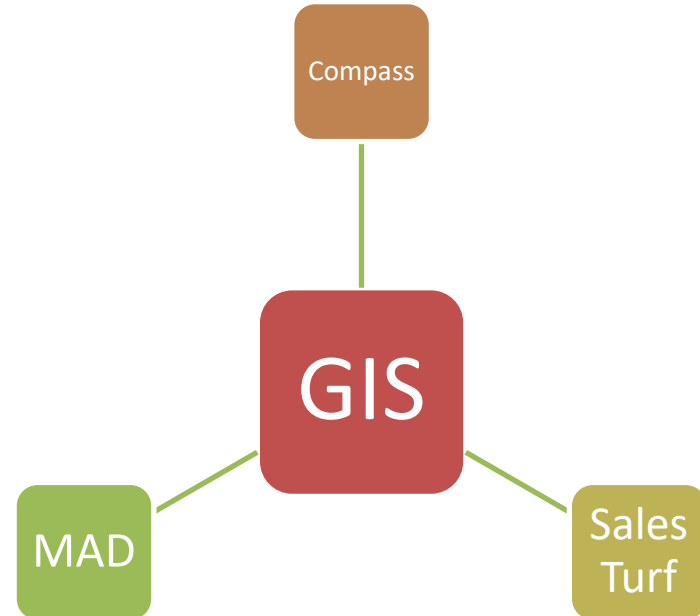
## MAD and Data Governance

Master Address Database – who owns this in your organization and how does it fit into a broader geospatial strategy to obtain optimal performance and benefit all departments.

It is also important to understand your company's Data Governance strategy.

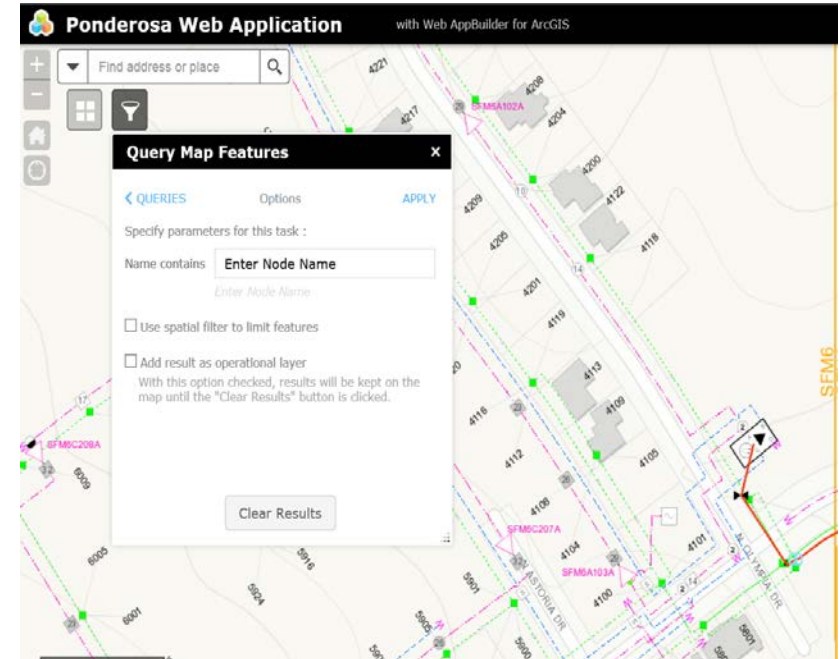
## Project Successes

- Integrations with other systems
  - Compass
  - Sales Turf
  - Master Address Database
- Better understanding of addresses near our footprint via mass analyses of multiple data sources
- Plant Mileage Reporting
  - Was formerly manual
  - 300 + hours spent, now an analyst can run in about 15 minutes



## Robust Field Strategy

- Must be mobile
- Easy to use
- Quickly find features on maps
- View all records based on type of technical review necessary (technicians, engineers and construction)
- Trace RF and Fiber
- Make notes and drawings that can be saved to the database
- Aerial photography
- Integrate GPS tracking



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**THANK YOU!**

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