

# GIS Re-engineers and Automates the Utilities Workflow Process

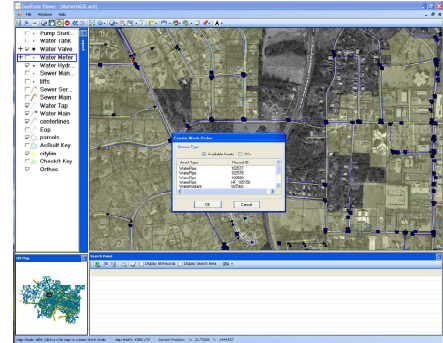
City of Marietta, Georgia



Case Study:  
GIS Re-engineers and Automates the Utilities  
Workflow Process  
City of Marietta, Georgia

Joel Eastman believes the partnership formed to develop GeoBlade Viewer is a great pairing. "Like chocolate and peanut butter" said Eastman, the GIS Coordinator for Marietta (GA) Water.

About a year ago, Eastman and his boss, Tom Jones, the Director of Engineering, realized that if two of their technology vendors, Geographic Technologies Group (GTG) and GBA Master Series, could join forces, they could revolutionize the way Marietta Water managed its work order system. And if it could work for Marietta, he thought, imagine how many other organizations could benefit.



**GeoBlade Viewer  
Creating a Work Order**

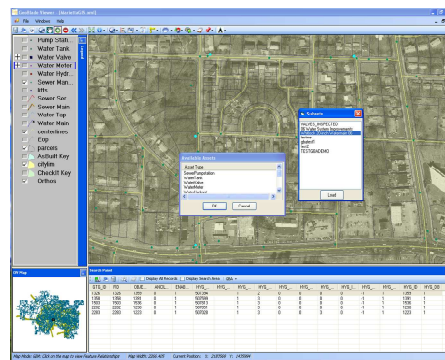
"We were one of GTG's original customers in 1997. We used GISmo, then Looking Glass, and now we're using GeoBlade. And we had been using *GBA Master Series* since 1999," Eastman said. "I called both companies and told them the idea, and they readily agreed to make it work."

The result was GeoBlade Viewer, a desktop application that allows users to view *GBA Master Series* data on an intuitive, easy-to-use map-based interface. Users can analyze and view their *GBA Master Series* data and GIS data layers on a map.

With GeoBlade open on the screen, users can click anywhere on the map and ask questions like:

- Which Water customers are on this street?
- What are the attributes for this water/sewer feature?
- When was this utility infrastructure last repaired?
- What is the status of a specific work order?
- How many work orders are at this address?

Users can zoom to a specific intersection, choose a parcel or address, generate mailing labels and letters of notification, search the database, measure distances, export maps and generate various reports. "It makes managing a utilities work order system a very efficient process," Eastman said.



**GeoBlade Viewer  
Open Subsets**

"We had been using *GBA Master Series's* work orders module, but its viewing package did not meet our needs. We loved GTG's geocoder and we are familiar with its interface, so I knew our staff would be able to immediately begin using a product that married the two applications."

Marietta Water has more than 18,000 accounts and serves more than 60,000 people. It is responsible for tracking more than 50,000 assets, including 300 miles of water lines and 300 miles of sewer lines.

GeoBlade Viewer makes the responsibilities more manageable, Eastman said. "Every step of our work order process is easier now. Our field personnel are not GIS experts, but they are able to navigate around the system with ease. My whole purpose here is to make everyone else's job easier, and GeoBlade Viewer has made a huge difference for us already."

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