Abstract

GIS-Based Mobile Field Service Solutions for Enterprise Asset and Customer Management

Track: Water, Wastewater, and Stormwater

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Faced with increased customer and public scrutiny, new regulations, and aging infrastructure, the water utility industry is being forced to implement mobile GIS and field computing solutions to enable improved Customer Relationship Management (CRM) and Enterprise Asset Management (EAM/CMMS).

This purpose of this presentation is to provide: (a) an overview of traditional office-based customer and asset management IT models involving CRM, EAM/CMMS, and GIS, (b) an insight into emerging IT solutions and business models involving GIS and mobile computing, and (c) an overview of mobile computing implementation strategies, alternatives and recommended approaches. Specific case studies will illustrate how water utilities can implement GIS-enabled Mobile Field Service solutions to achieve dramatic improvements in service and resource productivity.

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