

Utility Case Study 1: Transforming GIS Capabilities at a Major Utility

Overview


A major West Coast utility recognized the need to modernize its Geographic Information Systems (GIS) to support operational efficiency, regulatory compliance, and customer service excellence. Guidacent was engaged to lead the transformation, delivering strategic guidance, technical expertise, and project management to elevate the utility's GIS capabilities.

The Challenge / Opportunity

- **Legacy Systems:** The existing GIS infrastructure was built on aging platforms, limiting scalability, integration, and data accuracy.
 - **Operational Complexity:** Managing vast networks of electric and gas assets required robust spatial data and real-time analytics.
 - **Regulatory Demands:** Increasing regulatory requirements necessitated improved data governance and reporting capabilities.
 - **Customer Expectations:** Enhanced GIS was essential for outage management, asset tracking, and delivering timely information to customers.
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Guidacent's Solution

Guidacent partnered with the West Coast utility to deliver a comprehensive GIS modernization program:

- **Strategic Assessment:** Conducted a thorough review of current GIS systems, workflows, and business requirements.
 - **Technology Roadmap:** Developed a phased roadmap for migrating to modern GIS platforms, integrating with enterprise asset management and customer systems.
 - **Data Quality & Integration:** Led initiatives to cleanse, standardize, and integrate spatial data across departments, improving accuracy and accessibility.
 - **Project Management:** Provided expert leadership for cross-functional teams, ensuring milestones were met and risks were proactively managed.
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- **Change Management:** Supported staff through training, documentation, and stakeholder engagement to drive adoption and maximize value.
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Results

- **Modern GIS Platform:** Successfully migrated to a scalable, cloud-enabled GIS solution, supporting real-time asset tracking and analytics.
 - **Operational Efficiency:** Streamlined workflows and improved data quality, reducing manual effort and accelerating decision-making.
 - **Regulatory Compliance:** Enhanced reporting and data governance, meeting evolving regulatory standards.
 - **Customer Service:** Enabled faster outage response and improved communication with customers through integrated GIS capabilities.
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Best Practices Highlighted

- **Stakeholder Engagement:** Fostered collaboration between IT, operations, and business units for holistic solutions.
 - **Phased Implementation:** Minimized risk and disruption through iterative delivery and continuous improvement.
 - **Data Governance:** Established clear standards and processes for spatial data management.
 - **User-Centric Design:** Focused on usability and training to ensure successful adoption.
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Conclusion

Guidacent's leadership and expertise empowered this major utility to transform its GIS capabilities, driving operational excellence, regulatory compliance, and superior customer service. This engagement stands as a model for utility modernization, demonstrating the value of strategic consulting coupled with technical innovation.



Ready to modernize your organization's infrastructure and systems?

Contact Guidacent today to learn how we can help you achieve operational excellence and future-ready capabilities.

