



Mount Pleasant Waterworks

Mount Pleasant Waterworks (MPW) is a water/wastewater utility that serves 70,000 people in the rapidly growing town of Mount Pleasant, South Carolina. They have approximately 140 employees serving the public with water that is affordable, reliable, and safe, while also protecting and preserving their natural resources.



Case Study Summary

Client:

Mount Pleasant Waterworks

Location:

South Carolina

The Challenge:

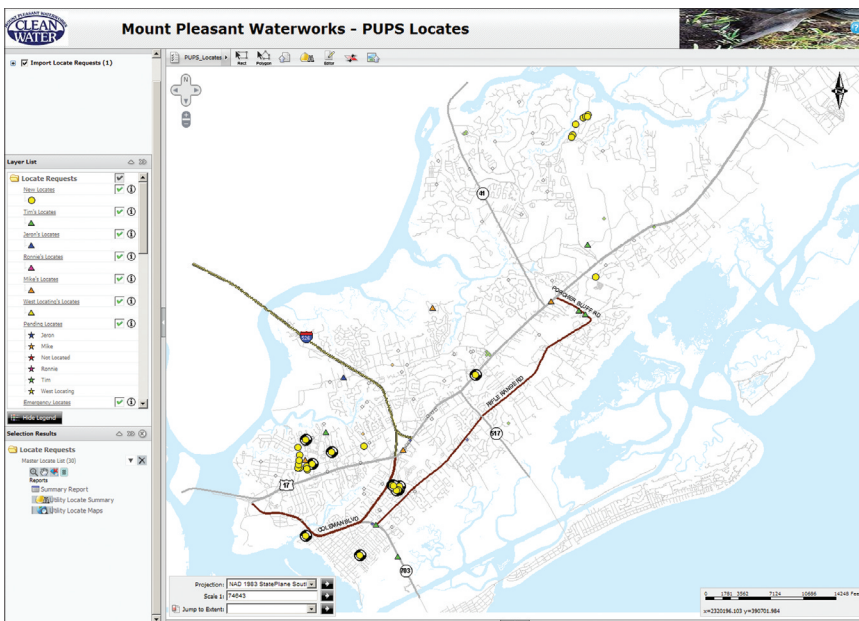
- » To increase data sharing with other systems and to allow users to access data in a spatial map environment
- » Working with limited resources and in a short timeframe

The Solution:

- » Geocortex Essentials, which is easy to customize and to apply to existing applications

The Result:

- » Cohesive data-sharing system implemented, resulting in significant employee time savings
- » Created several specific website applications to fulfill unique departmental needs



Mt. Pleasant Waterworks uses Geocortex Essentials to help employees find drawings or documents based off the location on the GIS maps.

The Challenge

In 2005, MPW developed an enterprise GIS which consisted of an ArcSDE database and several ArcGIS editing licenses (ArcEditor and ArcInfo). The data were deployed within the organization using

a combination of published ArcReader maps and an internal ArcIMS website. Over time, MPW needed to access data from other enterprise systems, and they required tools that allowed users to access the data in a spatial map environment. They determined it was logical to develop these tools in ArcGIS Server because of forward compatibility, which also eliminated the need to develop and maintain them in separate environments.

The Solution

With a relatively small GIS department, a limited time-frame for development, and no staff programmers on-hand, they found that Geocortex Essentials was valuable to help get fully functioning applications up and running quickly. “Using Geocortex Essentials, we have created several specific website applications to fulfill unique departmental needs across the organization,” comments Peter Fennell, an Engineer at MPW. “Websites were created in a matter of minutes and it was easy to add Esri standard or custom tools; no major programming expertise was required.”

One such website provides direct access to all of MPW’s electronic documents in their Record Management system. Documents with a spatial component, such as construction drawings, can be accessed through the GIS.

The Result

In June 2010, MPW launched a ‘Utility Locate’ website that tracks all locate requests and provides tools to assign work orders and to track the progress of work.

“We have noticed significant employee time savings with both our Utility Locate application and our Record Management system,” explains Fennell. “Employees can easily find drawings or documents based off the location on the GIS maps. We also expect the Utility Locate application to reduce the number of missed locates and to ensure they are performed within the time required.”

MPW has a number of plans for the next fiscal year including an AVL (automatic vehicle location) website to track all their vehicles, and a fire hydrant flow test tracking system that will maintain all flow tests within a geodatabase environment.

“We are very happy with our current GIS systems,” comments Fennell. “We are able to develop applications in-house without having to hire a software developer or use significant outside expertise. The applications are proving to be incredibly useful and we’re excited about the new projects in the pipeline.”