

Success Story

Silver Creek Water Corporation

mPower takes advanced GIS and Utility Management to a new place by tying it all together.

The Challenge

Silver Creek Water Corporation, based in Sellersburg, Indiana, had tried utilizing mapping and GIS software from various vendors over the years, but found them to be either difficult to maintain, not flexible enough or too costly to deploy and own long term.

Scott Ham, manager of SCWC, had a vision for more than just "mapping" software. Instead, he was hoping to find an affordable way to take his company's asset management and maintenance operations to another level.

"I wanted us to stop talking about where our assets were located and instead focus on who, what, when, and how we were going to address any situation that may arise," says Ham.



Tying it all together

In March of 2011, after evaluating several options, Mr. Ham selected mPower Innovations to help him achieve his vision. Silver Creek initially deployed mPower Integrator which helped all of his team quickly get on the same page by providing a single, browser-based GIS portal that was easily adapted to their requirements. "A big factor in our initial decision was based on our staff's desire to have better information at their fingertips, in order to do their jobs more safely and effectively. We were able to accomplish that with Integrator" says Ham.

The software's unique ability to pull data from not only mapping software itself, but the other back office systems, has allowed Silver Creek to put more than just asset maps into their employees hands. They can now easily and efficiently hand customer calls and improve service quality and efficiency. "I would put our GIS up against anyone's," adds Ham.



Taking it Full Circle

In October of 2013, mPower was in the process of expanding their software offerings, by developing a flexible form-building software application called mPower Editor™. Combined with Integrator™, Editor™ would provide mPower customer's with a true "full circle" GIS-based asset management system, by empowering end users to not only view data, but update it as well. Enabling personnel to enter and quality check data from the field or office has kept the data accurate and up to date over the years. Silver Creek Water was involved early on in the development and testing phase of this application, giving mPower valuable insight into how to best optimize the software for water utilities.

"With Editor™, we have the flexibility to build our own, tailor-made forms, to maintain and record information for our system in the exact way we feel is best for us" says Ham.

The Proof is in the Payoff

One of the many benefits of implementing mPower's solutions is the company-wide investment in maintaining accurate, up to date maps and data. The entire-team at Silver Creek knows how having accurate information makes day-to-day operations much easier.

"It has been clearly proven to me that the time and money invested in this afford has more than paid for itself in terms of efficiencies gained and dollars saved. We went from simple, inaccurate paper maps, to an integrated system that gives us specific information for planning, installation, and long term maintenance of our entire water system," says Ham.