

UTILITIES

## REPLACING WATER COMPANY'S PAPER-BASED SYSTEMS WITH RUGGED TECHNOLOGY TO IMPROVE EFFICIENCIES

### / Challenge /

Knowing it was time to update their field operations from paper-based processes, San Gabriel Valley Water Company began investigating technology solutions that could help improve operational efficiencies in the field. The San Gabriel Valley Water Company field crews tested traditional, consumer-grade tablets. With the number of device failures that shortly followed deployment, the San Gabriel Valley Water Company started exploring rugged technology.

### / Solution /

Migrating from a paper-based system to a rugged computing system has improved efficiency for both the field and administrative teams. The V110 rugged convertibles used by the field operations team and F110 rugged tablets used by customer service field crews allow for connectivity between teams, and they can now take advantage of industry-specific software that they couldn't use with their paper-based systems.

### / Benefits /

The Getac V110 convertible offers the functionality of a laptop with the convenience of a tablet, perfectly meeting the requirements of the field operations team. For the customer service field crews, the processing power and connectivity of Getac's F110 tablet allow them to easily transition from the office to the field without downtime.



Getac V110 Fully Rugged Convertible and F110 Fully Rugged Tablet

### / San Gabriel Valley Water Company /

"Our field crews have most definitely put these devices to the test. From dirty and damp working conditions to tossing the unit around on the job, we have pushed our devices to their limit over the last eight years and, all I can say is, Getac delivers on their product". John Sanchez – Water Distribution Superintendent, San Gabriel Valley Water Company

## / Challenge /

As a privately owned company, the San Gabriel Valley Water Company is governed by the California Public Utilities Commission (CPUC), requiring the San Gabriel Water Company team to operate under specific budgets and regulations. It was imperative that the devices deployed in the field could run industry-specific software, were built for connectivity and communication, and could accurately survey and map the approximate 70,000+ connections that San Gabriel Valley Water Company team is responsible for servicing and maintaining – some of which were installed in the 1920s and still in operation. Maintaining older systems year after year can also be challenging, so they started to look at the ROI of these systems and analyze them to become as efficient as possible with their strict budgetary constraints.

## / Solution /

Around 2014 – to become a more efficient workforce, San Gabriel Water Company needed to migrate from the paper-based systems they had relied on for years to a computer-based system. San Gabriel began looking at technology that could assist its entire workforce in improving operational efficiency. Moving to a rugged computing solution would allow their back offices to have near-time visibility of their crews working in the field, and

rugged computers like Getac's F110 and V110 are engineered to perform in harsher than normal working conditions, including rain, mud, grease, dirt, and the sun and heat of the day.

Operation crews and supervisors have deployed Getac V110s in the field because of their more mobile form factor and functionality, allowing them to work with the device as a tablet or laptop as needed. They use the rear camera on the device for situational tracking and to report and document leaks. Getac F110s are deployed in a customer service environment. Both devices have been instrumental when it comes to improving efficiency and productivity. Efficiency increases in the field include faster reporting, repair assessment, and resolving customer service-related issues more proficiently and in real-time. Deploying both devices has allowed the organization to take advantage of industry-specific software, such as GIS data access and work order management, that has also proven effective in increasing workforce productivity and efficiency.

## / Benefits /

- Getac's 3-Year Bumper-to-Bumper Warranty, including accidental damage, has been utilized by the team to repair batteries and doors throughout the years.

- Devices were selectively chosen to accommodate the specific needs of the teams, such as a hand strap, and a rear camera for meter reading, service calls, and to report/document leaks.
- Uncompromised connectivity for imperative communication between the field and customer service teams.
- Return on investment: As a privately owned company operating under the California Public Utilities Commission, the devices needed to meet specific standardized operating capabilities while staying within the strict guidelines of their privately managed budget.
- Getac devices' rugged form factor and longer-than-average battery life has enabled the same devices to be deployed and operational at San Gabriel Water Company for the last eight years.

## / About San Gabriel Valley Water Company /

Since 1945 San Gabriel Valley Water is a family-owned water company based in El Monte, California, that maintains over 100,000 water connections throughout California and is governed by the California Public Utility Commission.



Pictures courtesy of the San Gabriel Valley Water Company

