



UtiliQuest, LLC

Title: Mobile Technology Deployed for Field Operations Improvements

Industry: Underground Utility Locating Services

The Opportunity: UtiliQuest provides underground utility locating services for both residential and commercial properties. Before someone digs in the ground externally they call the 811 number on their phone and enter a ticket describing the type of digging they plan on doing, the location for the dig site, etc. Those tickets are then routed to various underground utility location service companies (like UtiliQuest). UtiliQuest will then come to the property, in advance of the actual digging activity, located and mark where all underground utility cables, pipes, etc. are (gas, electric, telephone, cable, etc.).

The Challenge:

- UtiliQuest was still using old technology which consisted of each Locator (UtiliQuest has ~2,500 Locators around the country) downloading their days' worth of work activities in the morning to their laptop (from the UtiliQuest servers), performing their activities throughout the day while updating their laptop, and then uploading their daily activities in the evening back to the UtiliQuest servers.
- This old process:
 - No ability for real-time updates, throughout the day, of field activity by each Locator, back to UtiliQuest field and HQ management,
 - No ability for schedule/activity changes to a Locator's daily workload in real-time,
 - No ability for emergency requests to be sent to Locator's laptops in real-time, and
 - Gave no visibility to operational activity status in real-time throughout the day.
- UtiliQuest field and HQ management could only see activity status, operational metrics, etc. once each day instead of in real-time.
- UtiliQuest field and HQ management had no visibility to Locators that were getting behind schedule for the day and needed help with tickets now with Locators that were ahead of schedule and able to help by taking additional tickets.
- Inefficiencies in Locator's routes each day resulting for lost time and additional costs for fuel, etc.

The Solution:

- Brightwater assessed UtiliQuest's current field operations processes, technology and capabilities.
- Brightwater developed and implemented mobile technology allowing:
 - Calculation of most optimum route for each Locator to drive each day for performing their daily locating activities,
 - As changes were made, in real-time, during the day the Locator's route was automatically recalculated for optimum efficiency,
 - Activity changes to be applied in real-time throughout the day to each Locator's schedule,
 - Emergency locating requests to be sent to Locators in real-time.
- This mobile technology ran on both laptop PCs along with mobile tablets and smart phones with real-time updates (each way) between UtiliQuest's servers and those mobile devices.



The Results:

- Ability for real-time updates of field activity by each Locator, back to UtiliQuest field and HQ management.
- Ability for schedule/activity changes to a Locator's workload in real-time.
- Ability for emergency requests to be sent to Locator's laptops in real-time.
- Visibility to operational activity status in real-time throughout the day.
- UtiliQuest field and HQ management have visibility to activity status, operational metrics, etc., in real-time.
- UtiliQuest field and HQ management have visibility to:
 - Locators that were getting behind schedule for the day and need help with tickets,
 - Locators that are ahead of schedule and able to help by taking additional tickets, and
 - The ability to move tickets between Locators as needed in real-time.
- Efficiently calculated driving routes for Locator's resulting in improved activity completion times, reduced costs for fuel, etc.