GEOGRAPH

CASE STUDY:

Kitsap Public Utility District Saves Time and Money With GEOGRAPH

For 10+ years, CrescentLink has simplified fiber network mapping, troubleshooting, and management for Kitsap PUD with responsive support and premium GIS solutions.

KPUD
CONNECTING KITSAP

Kitsap PUD (KPUD), a public utility district providing telecommunications services throughout Kitsap County, Washington, was struggling to map and manage their rapidly expanding fiber network. After turning to GEOGRAPH, they now have an accurate map and the tools they need to keep their customers connected.

The Challenge:

KPUD's fiber network was growing fast. They needed a cost-effective way to track and map changes accurately so they could more easily troubleshoot outages, communicate between teams, and serve their customers. After wading through manual, time-consuming solutions, **KPUD knew they needed affordable, reliable fiber management software from a provider that offered timely hands-on support.**

KPUD needed a fiber management solution that could deliver:

- ✔ Easy-to-use tools to create an accurate network map
- ✔ An excellent data structure from the start that can be customized to reflect all aspects of their map, down to each splice and connection
- ✔ Seamless collaboration between in-office and field teams
- ✔ Simplified troubleshooting for faster outage responses
- ✔ The ability to track and manage a new expansion buildout

Finding a fiber outage was difficult without the right solution in place. OTDR helped find the distance of the break from the access point – but without a digital map to reference this point, field crews had to visit the site to determine the actual location of the problem.

"With CrescentLink, a lot of work that used to be very tedious and manual is now handled virtually so that we never have to shoot blindly in the field anymore."

- Paul Avis, Network Operations Manager, Kitsap PUD

💡 The Action:

KPUD found what they were looking for in GEOGRAPH, who provided CrescentLink – a powerful fiber mapping and management product and an extension of the trusted Esri® ArcGIS® system – to help KPUD optimize their network map.

GEOGRAPH also:

- ✓ Provided support throughout installation with onsite setup
- ✓ Helped roll KPUD's legacy database into CrescentLink's data model
- ✓ Provided onsite training to ensure the entire KPUD team was up to speed
- ✓ Leveraged their deep understanding of the Esri® platform during the training process
- ✓ Responded to issues and questions same-day

"The GEOGRAPH team is very responsive, which adds to the ease of using CrescentLink. Problem-solving happens quickly, minimizing interruptions to our work flow."

- Katrina Harris, GIS Manager, Kitsap PUD

The Result:

After using CrescentLink for the past 10+ years, KPUD now has accurate, detailed network maps. KPUD can now accurately trace an outage to a specific customer – before having to deploy someone to fix it.
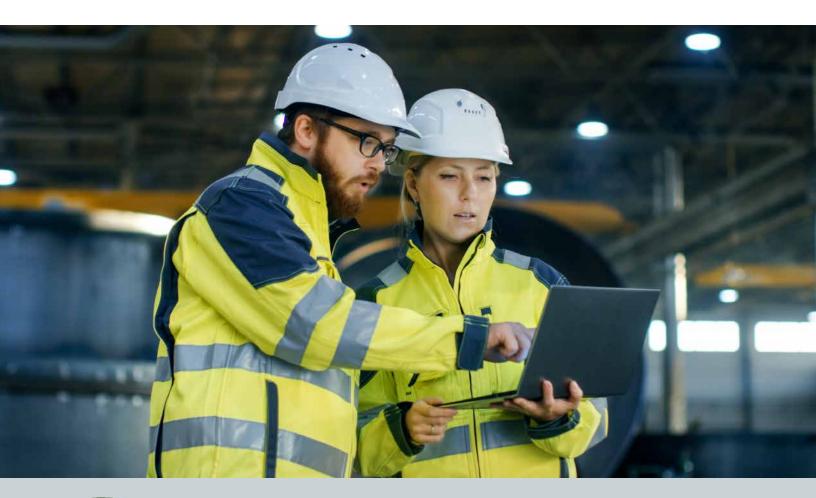
KPUD has:

Cut down the time it takes to identify a line break in the field for an endpoint customer by roughly 10 hours of work.

Saved hundreds of additional hours each year tracing data circuits to located outages with CrescentLink.

Saved up to $10,000 on costs for troubleshooting and fixing fiber breaks for each commercial customer.

"*CrescentLink helps us save hundreds of hours per year that we would have spent trying to figure out where fiber breaks are in the field.*"

- Paul Avis, Network Operations Manager, Kitsap PUD

KPUD Benefits From CrescentLink Web Experience

Of particular benefit to KPUD was the ability to take CrescentLink into a mobile platform, which empowers the field crew to find errors. CrescentLink Web Experience has:

- Improved communication and kept data up to date between field crews and in-office teams.

- Ensured that what KPUD's staff sees on the screen in the office is what the field crew sees in real life.

- Enabled KPUD to spot errors by viewing the network map on a tablet.

- Made it easy for teams to communicate changes.

- Served as a bridge to easily identify gaps in data accuracy.

"*GEOGRAPH has kept CrescentLink up to date and made many advancements to the platform over the years. Moving into a mobile environment with CrescentLink Web Experience has been a big benefit to KPUD.*"

- Greg Berghoff,
GIS Database Administrator, Kitsap PUD

Esri® is a global leader in GIS software, location intelligence, and mapping and CrescentLink by GEOGRAPH is built on Esri's® ArcGIS® system. It was designed to identify opportunities and devise solutions by creating a big picture digital view of fiber, copper, and coax networks. GEOGRAPH is proud to be an Esri® Gold Partner.

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