IQGEO

Case study

TELUS provides a wide range of communications products and services including wireless, data, Internet Protocol (IP), voice, television, entertainment and video, and is Canada's largest healthcare IT provider.

TELUS

TELUS is Canada's fastest-growing national telecommunications company, with $12.7 billion of annual revenue and 12.6 million subscriber connections, including 8.5 million wireless subscribers, 1.4 million residential network access lines, 1.6 million internet subscribers and 1.0 million TELUS TV customers.

Challenge

In early 2015 TELUS needed an updated web and mobile GIS platform to support critical operational processes with groups such as cable plant locates, field techs and construction.

The new integrated web and mobile GIS solution needed to be set up quickly and provide teams with up-to-date, accurate information and enable the operations teams to meet business, deployment and regulatory requirements. In addition, its strategic fiber network deployment initiative required web and mobile GIS tools to meet critical progress timelines and milestone commitments.

> "The open functionality of the IQGeo Platform makes it possible to overlay many other types of data including forest fire perimeter details and power outage details. For example, in May 2016, it was used to assist with managing our operations in and around Fort McMurray Alberta. As a result, response teams were aware of the current location of the fire in relation to our network infrastructure. We have plans to overlay additional customer and business insight details to better manage outage events, ultimately providing an improved customer experience."
>
> Nelson Gillette, Director IS at TELUS

Solution

The TELUS team had evaluated other web/mobile GIS solutions but none of them met the essential requirements.

Several of the key TELUS stakeholders were aware of IQGeo and impressed with the innovative approach, solution capabilities and leading edge architecture.

Following just four weeks of focused discussions, TELUS and IQGeo embarked on a fourweek live system trial to prove the key requirements in a realistic environment. The trial was a complete success and led to the selection of IQGeo as the strategic web and mobile GIS platform for TELUS nationally. The first phase of production rollout was executed in just five weeks.

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Results

> "We've been very impressed with IQGeo, the team has worked incredibly quickly and been able to cater for our specific business and technical requirements. IQGeo is intuitive to use and provides a detailed view of our above and below ground network, layered on top of optional base maps including Google Maps, Google Satellite and Google Street View."
>
> Nelson Gillette, Director IS at TELUS

The IQGeo advantage

- The IQGeo platform cut cable location time from 5-7 minutes to seconds
- More than 8,000 users from across the enterprise use the IQGeo Platform
- Users praise the solution's performance, usability and integration with Google Maps
- TELUS and IQGeo are constantly adding new capabilities to further enhance productivity
- Success with IQGeo Platform has lead to wider enterprise adoption and new applications

IQGEO