



Reference case Washington Gas



About Washington Gas Light Company

Headquartered in Washington, DC, Washington Gas Light Company (Washington Gas Company) delivers natural gas to approximately 940,000 commercial and residential customers throughout Washington, DC and the surrounding region. Washington Gas is a regulated subsidiary of WGL Holdings, Inc., a public utility holding company. The unregulated affiliates of WGL Holdings are all in energy related businesses, selling natural gas and electricity in competitive markets, and providing heating, ventilation and air conditioning products and services.

With over 160 mobile field workers, Washington Gas needed a cost effective way of distributing facilities data out into the field and improve customer service. Washington Gas worked with Tensing to implement Tensing Mobile GIS for its field workers.

Leaving the Microfiche Behind

Washington Gas had a corporate GIS data base, GE Smallworld, but getting the GIS data out to field crews still proved challenging. Office workers would take facilities data from their corporate GIS and put it onto microfiche. Each morning field crews picked up the necessary microfiche and viewed them on hand held readers out in the field. If the field crew received the incorrect microfiche or needed additional data, they would have to go back to the office. This created delays and additional work hours for traveling. Plus, new microfiche would have to be made whenever there were updates to the corporate GIS.

With the implementation of Tensing Mobile GIS, the field crews could now access the entire mapping system on laptop computers out in the field. Tensing Gateway, an extremely fast one-to-one bi-directional tool simplifies the data extraction process from GE Smallworld. Tensing Gateway automatically updates each laptop whenever it is linked with the network,

providing field crews with the most up to date information. The easy-to-use interface minimizes training time and the learning curve for current and new field workers.

In addition, Tensing Mobile GIS provides a design studio tool that allows office workers to customize the application to meet their specific needs, cutting down outsourcing costs.

The deployment of Tensing Mobile GIS greatly improves the entire mobile process. Washington Gas not only has over 160 licenses for its field crews, but an additional 150 licenses for Utiliquest, its facilities locating service. Tensing Mobile GIS provides Utiliquest field workers critical information in preventing facilities damage leading to overall cost savings for Washington Gas.

The benefits are clear for Washington Gas. According to John Wakefield of Washington Gas, "Tensing Mobile GIS is an easy to use cost effective solution. The ability to view our network in the field has saved us time and costs compared to providing microfiche in the field. Tensing Mobile GIS maximizes our effort towards a digital mobile environment." Tensing Mobile GIS provides a complete solution for taking critical GIS data out into the field.

Delivered Products:

- Tensing Mobile GIS

