



WATER UTILITY

User

Empresa de Servicios Sanitarios de Los Lagos, a drinking water treatment and distribution company serving over 200,000 people in two regions in Chile.

Challenge

Overcoming outdated field work flows, lengthy delays and dispersed information collection, which made it difficult to consolidate, share and analyze data.

Solution

ArcGIS Desktop
ArcGIS Online
Collector for ArcGIS
Operations Dashboard for ArcGIS

Results

Enhanced decision-making based on accurate data, contributing to efficiencies across the organization, and cost reduction in time, fuel and resources.

Effective Field Data Collection and Management of the Complete Drinking Water Cycle in Chile

Empresa de Servicios Sanitarios de Los Lagos (also known as ESSAL) collects, treats and distributes drinking water for customers within its operating territory. The company's coverage includes two regions in Chile: Los Lagos and Los Rios. The efficient gathering of data related to the distribution and consumption of drinking water is critical for managing the supply to ESSAL's more than 200,000 customers, spread across these two regions.

The Challenges

With so much ground to cover, ESSAL needed a solution to optimize and centralize field information. Capturing information from the field normally takes between one or two weeks, and the process of collecting and sharing data and work flows is cumbersome, making it difficult for management to draw conclusions and take important decisions on a timely manner.

The Solution

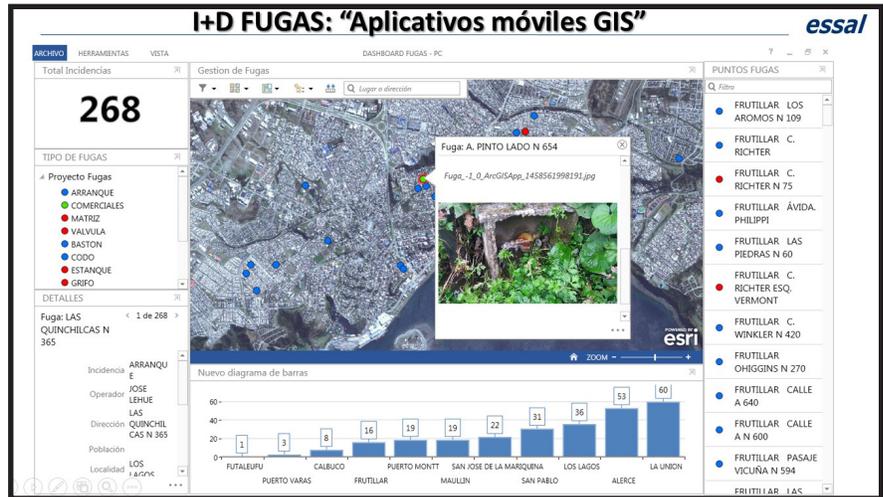
Oscar Quezada, technology and communications lead and Jorge Bertin, GIS lead, both from ESSAL, implemented a Geoportal with the platform ArcGIS® Online, that uses Collector for ArcGIS, which serves as the mapping platform and geospatial content

"The use of these new cloud-based tools has provided us with access to endless possibilities in terms of how we apply this geolocated information. This new system perfectly aligns with our overall strategic objectives. Esri has been a great partner in the implementation of this new centralized system, which has been an amazing business intelligence tool."

Oscar Quezada
Technology & Communication Lead
ESSAL

"GIS has been adopted in ESSAL since 1997. ArcGIS Online opened a new universe for us, allowing the company to share geographic information across the entire organization transversally. We look forward to new updates."

Jorge Bertin
GIS Lead
ESSAL



Leakage Management: Displays types of leaks using Operations Dashboard for ArcGIS.

management system. Now, information is captured from the field by utilizing smartphones, stored in the Esri cloud and viewed in Operations Dashboard for ArcGIS. This solution was initially implemented in the Leak Detection unit as a pilot. It's implementation took two weeks. The Leak Assessment department has now been in production for over two years and the use of the ArcGIS platform has expanded to other areas such as: Rural Drinking Water (APR), Industrial Fluid Treatment (RILES), Bio solids, Engineering, Planning and Potable Water Quality.

The Results

Using the ArcGIS platform, ESSAL has expedited capturing field information; what used to take one or two weeks is now done in only two or three days. Today, field information is highly reliable and readily available via this this new centralized system, contributing to overall organizational efficiency. Additionally, with ArcGIS, ESSAL also gained efficiencies in many areas such as vehicle maintenance, fuel consumptions and workers time.