



Services

We have the right services for your enterprise

Get Started with SPATIAL

Are you new to SPATIAL products? Maybe you need a little bit of everything, starting with data analysis. SPATIALinfo's experts will take a look at your existing data sources, and determine the extent and scope of the work needed to launch your enterprise solution.

Whether you're a potential customer or a new customer, this package addresses the needs specifically geared towards your data, product configuration, and training.

SPATIALinfo® provides product—related professional services directly to customers to help ensure a successful solution employment.

The Get Started with SPATIAL package offers new customers a little bit of everything including:

- Data analysis that includes a detailed gap analysis of existing data with proposed spatialSUITE® solutions
This analysis helps determine the extent and scope of the work needed to launch your enterprise spatialSUITE solutions
- Installation and configuration for each spatialSUITE product
Get up and get running!
- Training packages that speak directly to your enterprises needs
Product—specific, engineering certification training, or train—the—trainer options are available to suit your specific needs

Data Migration

Maybe your data resides in drawings, databases, or spreadsheets. SPATIALinfo experts will help plan and port your data into an Oracle spatial database so that your data becomes more than just static information, it becomes a tool to optimize your enterprise's ROI.

SPATIALinfo's engineering partners and in-house experts use proven methodologies and processes, along with automated data migration tools, to facilitate and expedite the data migration planning and porting process. SPATIALinfo is experienced working with data that resides in proprietary systems, such as Bentley Systems or ESRI products, to AutoCAD drawings, to Excel spreadsheets. No matter where the data resides, SPATIALinfo can leverage its global network of data migration partners to implement an efficient and cost-effective data migration solution.

Data migration solutions include:

- Data analysis
- Data projection
- Quality checking
- Conflation

Database Management

Spatial database experts do not reside in every organization. Utilize SPATIALinfo's database expertise to keep your spatial database well-maintained, up-to-date, and efficient. Our DBA team can also help with your SPATIAL implementation by keeping on top of Oracle upgrades and helping with tuning, reporting, backup, and recovery.

The database is the heart of SPATIALinfo's products and solutions. Having an efficient and well-maintained database is important to any SPATIAL implementation, especially since the database is continually changing and updating. Many of our customers use the spatial database to integrate with other systems or for reporting purposes.

SPATIALinfo realizes that the specialized knowledge required to manage, access, and keep the database current does not always reside within customer organizations. SPATIALinfo provides services to help customers with these:

- **Oracle Upgrades:** Assisting with navigating the Oracle upgrade process
- **Database Tuning:** The Oracle spatial database structure needs to be regularly analyzed and tuned for peak performance
- **Advanced Reporting:** Direct access to spatial tables provide advanced reporting
- **Oracle Integration:** Direct links to other enterprise systems
- **Backup and Recover:** Topics range from basic backups to full database replication
- **Training:** Administration of a spatial database.

Integration

SpatialSUITE products incorporate all of your existing functionality and data into a cohesive data model that your entire business enterprise can use to make the most of your network assets. As the enterprise asset record SpatialSUITE provides a single source of data that can be integrated with systems to provide data consistency, eliminate redundancy, and enable access by other systems.

There are systems for inventory management. There are systems for fault detection and outage management. There are billing systems. There are provisioning systems. There are drafting systems. SpatialSUITE products integrate all of your existing functionality and data into a cohesive data model that your entire business enterprise can use to make the most of your network assets.

Serviceability Analysis

How many customers are you missing? How much money are you spending on truck rolls to determine serviceability? With an accurate distance to plant and easy-to-read map indicators, targeting new commercial or residential customers is easy – and eliminates costly truck rolls by 70% in recent customer studies.

- **Business Serviceability Analysis**
With a business serviceability analysis from SPATIALinfo, you can quickly identify your commercial and residential customers — and more importantly, identify potential new customers, thus additional opportunities to grow your business
- **Bulk Serviceability Analysis**
Start with an initial serviceability analysis and then follow-up with quarterly refreshes to ensure you have the latest on rapidly changing network and business data
- **SpatialWEB® Serviceability Tool and Reports**
Don't guess how close your customers are to the network... know!

Deliver the best possible services and identify growth opportunities within your existing network.

With a business serviceability analysis from SPATIALinfo, you can quickly identify your commercial and residential customers — and more importantly, identify potential new customers, thus additional opportunities to grow your business.

Here are some ways merging the latest business/customer data in a serviceability report can benefit you enterprise-wide, from engineers and customer service specialists to sales representatives and field technicians:

- **Cost savings:** Reduced exploratory truck rolls that would otherwise be needed, and more accurate provisioning
- **Customer acquisition:** Respond quickly to service orders; increase installations
- **Customer "upsell":** Reveal new service offerings; subscriber information including high-speed data, video and voice services is identified
- **Efficient sales and marketing:** Plan in-person sales calls by finding high concentrations of serviceable business customers; focus marketing campaigns where they'll have the most impact
- **Construction planning:** Identify potentially profitable new plant extensions by finding high concentrations of businesses just outside of range
- **Up-to-date reports:** Monitor, record and reconcile field activity, and automatically publish plant updates throughout the enterprise

Bulk Serviceability

Running a quarterly serviceability analysis will ensure you have the latest on rapidly changing network and business data.

If your serviceability information is due for a refresh, SPATIALinfo's bulk serviceability analysis enables us to enhance existing geographic and customer billing data, and integrate traditionally disparate data sources. We can produce serviceability reports based on various user-definable parameters, such as streets or boundaries. We can easily change the parameters and results based on your needs.

The analysis will show trace distance as well as straightline and well barrier (interstate, railroad, major street). You choose the distances.

Training

New software always has a learning curve. Maximize your enterprise's efficiency and hit the ground running with product-specific training, engineering certification training, or train-the-trainer packages.

SPATIALinfo® provides comprehensive training on all applications for Certified Partners, engineering firms, and communications service providers. Training is recommended for all new users and can be customized to fit your needs and data. Training typically is done at the customer site or can be scheduled at the Denver or Melbourne headquarters.

In addition, SPATIALinfo provides instructor-led online training courses that can be scheduled as needed. SPATIALinfo also is developing a series of on-demand, online training materials through a training subscription program.

Training courses include:

spatialNET

- Engineering and administrative user training including
- General Knowledge
- Route
- OSP Fiber
- ISP Fiber
- FTTx Fiber
- RF

spatialWEB

- General knowledge for engineering, field operations, sales, marketing, and customer service including:
 - UI and Navigation
 - Searching
 - Preferences and Views
 - Fiber and RF Tracing
 - Inside Plant
 - MDU Schematics
 - Field Jobs
 - Serviceability
 - Reporting
- Administration
 - Installation
 - Setup and Configuration
 - User Groups
 - Maintenance and Upgrades
 - Troubleshooting

spatialOFFLINE

- General knowledge for engineering and field operations including:
 - Boundaries and Subscriptions
 - UI and Navigation
 - Searching and Selecting
 - Field Jobs and Synchronization
- Administration
 - Installation
 - Setup and Configuration
 - Maintenance and Upgrades
 - Troubleshooting

Custom Training

- Fiber
- FTTx
- RF
- ISP
- Route
- Administration
- Database management
- Dictionary management
- Python
- Reports
- Configuration
- Data migration

For more information on SPATIALinfo and its network-management spatialSUITE products, please contact us.

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