



NISC, National Information Solutions Cooperative, provides services and technical solutions for public power and telephone companies.

The application, iVUE® AppSuite, was developed for the iPad to provide in-field assistance for mapping, work management, equipment/facilities repair, meter reading, and bill collections.

THE CHALLENGE

NISC's leadership team sought OCI's help to redesign the iVUE AppSuite application beyond Version 1 to improve reliability and efficiency, enhance the user experience, add several new capabilities, and extend integration with other NISC products and services.

OCI'S CONTRIBUTION

OCI was tasked with developing an incremental plan to introduce best practices, add desired functionality, evolve the app to match Apple's latest technologies, re-architect for long-term integration with corporate IT strategies, all while maintaining existing functionality and expected release cycles. OCI led the development effort that evolved the application into an award-winning, high quality application with reusable components that were later incorporated into other ESRI applications and services.

CORE FUNCTIONALITY OF THE APPLICATION:

- Secure user authentication
- Layered and searchable online/offline maps of the power/telephone equipment, facilities and electric lines
- Equipment tracking
- Equipment repair workflows
- Meter reading and bill collection workflows
- Workforce GPS tracking
- Power outage management/recovery

CORE TECHNOLOGIES UTILIZED:

- iOS Core-Data with MySQL
- Secure RESTful web services
- Various mapping technologies (primarily ESRI and Apple Maps)
- iOS Native Notifications
- iOS Core Location
- iOS Adaptive View Controllers

OCI's experience in application-architecture and mobile technologies enabled the development team to quickly add new functionality, maintain existing functionality, improve quality, and to innovate. OCI proposed a new mobile-friendly UI design that was recognized by ESRI, NISC's primary geographic information system provider.

THE RESULTS

With the help of OCI, NISC reports that iVUE AppSuite is able to provide electric and telecommunications companies with the most state-of-the-art mobile mapping, work management, and outage management solutions. Beyond the innovation, this product is comprised of intuitive functions, eliminating extensive training and frequent support calls. It is truly an 'out-of-the-box' tool that brings great value to NISC's workflow.