

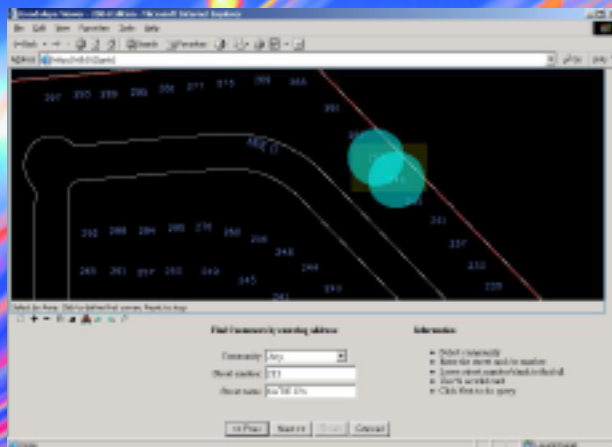
GUADALUPE VALLEY TELECOMMUNICATIONS COOPERATIVE TAKES ADVANTAGE OF BENTLEY COMMUNICATION SOLUTIONS TO STREAMLINE ENGINEERING PROCESSES

MIGRATION TO AN INTELLIGENT NETWORK MODEL PROVIDES MEASURABLE TIME SAVINGS IN MAPPING AND ENGINEERING DEPARTMENTS WHILE EMPOWERING CUSTOMER SERVICE REPRESENTATIVES

Guadalupe Valley Telecommunications Cooperative (GVTC) provides telephone, broadband, security, and cable television to more than 41,000 customers located in 11 counties throughout south central Texas. GVTC has a rich history in telecommunications, beginning in 1951 when GVTC was organized to bring telephone service to the rough Texas hill country north of San Antonio. Those pioneers fought hard to bring quality service to the sparsely populated region. Today, GVTC bears little resemblance to its humble beginning. It is the largest telephone cooperative in the state of Texas and the ninth-largest local exchange carrier in Texas.

GVTC offers customers product diversity with advanced telephone products, Internet access, cable television, security systems and monitoring, long distance calling plans, voice mail products, custom calling features, and more. GVTC is a one-stop shop able to provide all of a customer's communication services on one bill for ease and convenience.

In early 2005, GVTC began a search for ways to streamline their engineering design processes. The goal was to automate design work in copper, fiber, and coaxial networks, as well as to increase efficiency and drive uniformity throughout the engineering department. They also wanted to find ways to leverage existing MicroStation maps, and to share data easily throughout the organization.



PROJECT OVERVIEW

Project

Migration to an intelligent network model

Organization

Guadalupe Valley Telecommunications Cooperative (GVTC)

BE Awards category

Communications

Project objectives

Streamline engineering processes
Build an intelligent, shareable network model
Leverage existing MicroStation maps

Fast facts

- GVTC provides telephone, broadband, security, and cable television to more than 41,000 customers
- GVTC used Bentley Communication software to reduce manpower requirements in Mapping, and increase efficiency in Engineering
- Customer service representatives access georeferenced customer information via Bentley Publisher

Bentley products used

- Microstation
- Bentley Redline
- MicroStation GeoGraphics
- Bentley Publisher
- Bentley Fiber
- Bentley Coax
- Bentley Inside Plant



GVTC selected Bentley's Communications software and began the conversion of existing MicroStation maps to intelligent strand and duct maps. Existing design files were sent to Bentley's services organization, where intelligence was added to the strand items and addresses and returned to GVTC with the database populated. The upgrade to Bentley Fiber and Bentley Coax added intelligence to the network maps and enabled GVTC to move forward with additional process improvements.

Bentley also developed an application that allows users to query the GVTC customer database and the new network database simultaneously for information about an address, and present the results via Bentley Publisher. Location-specific and customer-specific information (such as active customers, available services, current promotions, competitive threats, service outages, and future developments) can be viewed as tabular information or depicted on a map. Customer service sales representatives can, at a glance, determine which products and services are available at a specific address and help customers select which GVTC services best fit their needs.

Noted Lance Brodbeck, Manager Engineering and Construction, "Because GVTC engineers now design directly in Bentley Fiber and Bentley Coax, time is saved by eliminating the step in which the Mapping department posted changes to the MicroStation maps. This also eliminated a verification step when items returned from Mapping." Also he said, "Bentley Fiber and Coax modules also do all the engineering calculations on the fly. When a change is made in an existing design, the new design levels are automatically rippled throughout

the design. This saves countless hours calculating new tap values."

GVTC engineers are intimately familiar with their projects and are aware of all the changes made as plans unfold. Now, they directly participate in the as-built process, making changes on the maps and records themselves. This eliminates another cycle through the Mapping department for as-built posting.

One of the most significant areas of increased efficiency has been in the use of intelligent network information by other organizations in the company. In the past, customer service representatives had to look in several places to get information they needed to effectively handle calls from customers. They now have one place to look for customer information. They simply type in an address to find out everything they need to know about that location, in order to better provide assistance and service to the customer.

GVTC has been able to realize a thirtythree percent manpower saving in the Mapping department, and has increased the workload handled by their engineers, while eliminating the need for outside contractors. GVTC has recently purchased Bentley Copper and is beginning conversion of their copper telephony network into the intelligent network model. Said Brodbeck "Bentley Communications software and Bentley Publisher put critical information at the fingertips of everyone in the GVTC organization. These tools offer everyone from Engineering to Sales the ability to access valuable information at any given time."



For more information on Bentley, please visit www.bentley.com or call 1-800-BENTLEY.

