

The City of New Ulm

## The City of New Ulm - Public Utilities Build Upon a Solid Foundation of Data.



CAD Technician John Bendix



New Ulm Public Utilities Crew

### → THE CUSTOMER

New Ulm, the city of "Charm and Tradition," with a population of nearly 15,000 is nestled just 90 miles southwest of the Twin Cities, in the heart of the scenic Minnesota River Valley. New Ulm is a progressive town with agriculture, industries, retail stores, parochial and public schools—including a private college.

### → THE CHALLENGE

The City of New Ulm Public Utilities manages all of their own utilities, which include electric, water, district energy, natural gas, steam, and wastewater. These services are provided to residents, businesses, and even some neighboring towns in the New Ulm area. "We manage all of the utility systems; once it goes into the ground we take care of it," stated John Bendix, the CAD technician for the City of New Ulm. John realized they were at a major cross-road; structuring and maintaining the data for so many different utilities and a large number of users became exponentially more difficult.

### → DESIRED OUTCOME

It was very important to share the data and knowledge between the utility departments. If a piece of pipe was being dug up, replacing whatever was lying next to it was also a consideration. The utilities department wanted a solution that would give them the capability to query, report, and analyze the data in their system.

### → THE SOLUTION

"We were very fortunate to find the right combination of products and services that enabled us to build this custom solution ourselves, and to take complete ownership of our own data," said John. The combination of Autodesk MapGuide®, and third-party software mPower Integrator™ helped them carefully design and structure the data for each of their systems – building sophisticated data models that helped maintain cleaner data, and allowed them to test design scenarios and "what-if" situations.

### → ACTUAL RESULTS

They also took advantage of the web; Autodesk MapGuide and mPower Integrator provided the perfect combination to quickly create customized queries and reports for any end-user. "We are now distributing our data to end-users in a meaningful way and they don't have to learn complicated software. I'm often asked to quantify the ROI. This would have been impossible if we had to pay consultants to build what we have. We've only scratched the surface and everyone benefits; it's a citywide project and it belongs to everyone," stated John. The success of their solution has helped to foster a total cost of ownership philosophy. Everyone is willing to contribute and do more themselves now that they have the tools to be successful.