

THRIVING POST TRANSITION:



Fort Wayne's eRIS Adoption

Small Town, Big Challenges

The City of Fort Wayne might as well be Everytown, USA. Located in the northeast corner of Indiana, it's a blue-collar manufacturing town at heart. The first ever professional baseball game was played in its city limits. Once a tiny frontier town, it's now home to 300,000 residents. It's the responsibility of Fort Wayne's

“eRIS keeps teams centralized”

City Utilities team to serve those locals. It's a big job that spans several teams, plants, and offices.

Like many utilities across the US, Fort Wayne

relied on GE Proficiency Portal for many years. It was a tool that users were comfortable with. Not only was it familiar, it was well liked. Though Portal had limited reporting and analysis tools, it got the job done. When GE announced it was retiring Portal, this created a unique opportunity for Fort Wayne to introduce not just a replacement, but a transformative new tool.

Fort Wayne faced two challenges. First, users both liked and were accustomed to the layout and interface of Portal. Second, Portal contained a vast amount of information that encompassed large swaths of people and numerous processes. The Fort Wayne team knew transitioning would be a challenge.

Blue Sky Solutions

eRIS was well-positioned to help with this predicament. Unlike other cloud-based data solutions, eRIS implementations have the flexibility to meet the design, layout, and user experience demands of specific utilities. In the installation process, the team at Fort Wayne were literally able to whiteboard their ideal solution. This resulted in a site layout totally unique to their team.

Making the solution feel familiar was a priority. Like their bygone Portal, Fort Wayne's eRIS site features a Login Landing Page. Instead of a main site one must navigate in order to find the information particular to them, users click on a subsite icon. Each subsite is home to a specific type of data relevant to part of Fort Wayne's

overall utility operation. For example, the Drinking Water and Sewer Sites contain plant-focused information. On the other hand, the Wet Weather Site highlights unique information relevant in storm water.

“TA solution uniquely Fort Wayne” This familiar tree structure allows for the feel of separate sites all within a single data access point—all the city's data is accessible from everywhere in eRIS. Fort Wayne included lots of visual cues that help users know where they are in the site. In addition, sites were heavily focused around information—what users come to eRIS for in the first place. Because eRIS felt like an old friend, Fort Wayne was able to incentivize user buy-in and adoption immensely.

A Whole New Outlook

eRIS didn't just replicate the old Proficy Portal. While users were attracted to a familiar layout, the real benefits of eRIS were just beginning. Unlike GE's Portal which could only connect to Fort Wayne's Historian data, eRIS connects to practically infinite data sources—including the same Historian as Portal! Fort Wayne has since connected Lab and Telog data to eRIS and continues to explore new sources.

Further, the cutting-edge data visualization tools in eRIS far exceed Portal. Robust dashboards feature unique graphic data that give easy insights into key utility metrics. With eRIS, Fort Wayne can view data trends over time and begin to take proactive steps to save energy, predict leaks, and regulate flow. eRIS isn't a replacement, it's an upgrade.

“Jumpstarting adoption is easy”

Fort Wayne is proof positive that all municipalities across North America can benefit from and thrive with progressive utility technology.

