



# Best Practices Consulting

Optimize your GIS investment with expert, on-site consulting

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# ArcFM Client Services

Whether you operate an electric, gas, or water utility, or a communications company, you know the network visualization, navigation, and management benefits that your ArcFM Solution provides your organization. But, could you do more with your ArcFM Solution? How about your GIS investment?

Staff turnover, an aging workforce, a lack of training, bad habits, complicated processes, and other factors could be costing you — hindering performance and negatively impacting your users and efficiencies.

## Best practices consulting

At Schneider Electric, we offer best practices consulting services designed to help you meet these challenges and more. Our GIS experts can help you optimize your geocentric workflows, while increasing user adoption and system usability. We'll "weed out" bad habits and help your team to use your ArcFM Solution more efficiently. If there's a quicker way to get a task done, our ArcFM and utility GIS experts know the tools and processes to get it done. If they run into a question they cannot answer, they are backed by our R&D team.

Additionally, our experts offer strategies that allow your staff to become more comfortable, familiar, and efficient with your ArcFM Solution. Even long-time users can gain additional product expertise and learn new tips and tricks to make their jobs easier — amplifying the value of your enterprise investment.

We also identify new ways you can leverage GIS data across your organization. Empower a variety of tasks through the use of GIS, maximizing your investment. Our goal is to help you and your team become more efficient, boost product performance, streamline processes, and get more value from your investments.

## Benefits

The many benefits of our ArcFM Solution best practices consulting can include:

- Maximizing your investment in your ArcFM and GIS solutions
- Streamlining your business processes
- Creating more efficient workflows
- Strengthening your work force's knowledge
- Identifying innovative ways to address your business needs
- Improving engagement and satisfaction for your ArcFM Solution users

# Make the most of your investment with best practices consulting

## A three-phase process

Our best practices consulting engagements follow this three-phase approach:

**Pre-assessment** — to gain an understanding of your workflows and business processes that interact with your ArcFM Solution, your consultant will set up a pre-assessment session. By gathering information, our team — and yours — can better prepare for the on-site evaluation phase, ensuring the maximum benefit.

**On-site evaluation** — your assigned expert consultant will travel to your location and observe your employees working with your ArcFM Solution. In addition, he or she will assess business processes and identify optimization gaps. Our goal is to help you get the most value from your ArcFM Solution suite, as well as your GIS investment.

**Final presentation and report** — we provide a complete assessment focused on our findings, as well as ways your organization can make performance improvements. These can include adjusting workflows, providing training, and modifying configurations. We strive to streamline your processes and interactions with your ArcFM Solution, with the goal of maximizing system performance and user efficiencies. Our final report details all findings and provides clear recommendations. The report will include:

- Scope of the engagement based on pre-assessment.
- On-site activities, including use cases and user interviews.
- Observations of areas for improvement.
- Recommended changes.
- Changes implemented during the evaluation.
- A prioritized list of recommendations for follow-up.
- Any products and services to consider.

## Unmatched experience

Our best practice consulting services are backed by our experience as a trusted industry vendor and advisor — creating, delivering, and supporting utility GIS solutions. You will also benefit from our strategic and tactical partnership with Esri, which feeds superior utility GIS technology knowledge and expertise.

## About ArcFM Client Services

For more than 60 years, Schneider Electric has been a key innovator in the utility solutions industry. We continually hone our project management and implementation techniques to ensure each project's success — minimizing risks and quickly addressing arising challenges.

Our team can perform a broad range of tasks in the implementation and integration of GIS systems; or it can provide proven consultation services for companies that choose to manage their own implementation efforts. Based on your unique project needs, we offer a wide variety of implementation, database, and extended services. Ask your Schneider Electric representative for specific details. Rest assured, whatever your needs, we can deliver the technical skills and expertise that your organization requires, whether you are a small rural co-op, a large investor-owned utility, or a county or municipal government.

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Schneider Electric USA, Inc.

4701 Royal Vista Circle  
Fort Collins, CO 80528  
Phone: 1-866-537-1091  
Fax: 970-223-5577

[www.schneider-electric.com/us](http://www.schneider-electric.com/us)

September 2015

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