

Case Study

Village of South Elgin

KorTerra Advantage Locate Management



Located in northeastern Illinois, the Village of South Elgin has approximately 25,000 residents. The Village manages water and sewer services and processes around 10,000 tickets each year.

WIN #1

100%

elimination of manual ticket distribution saving 10-15 mins of administration time per ticket

WIN #2



increased efficiency and processing of No Locate Required tickets (NLRs)

WIN #3

\$20k+

\$100 saved for every emergency locate avoided resulting in \$20k+ saved per year

Challenge

Prior to implementing KorTerra, the Village received all one call tickets via fax. Locators were required to pick up printed copies of every ticket assigned to them at the office and return to the office each time an emergency ticket was received. South Elgin sought to implement a more modern, efficient ticket management solution to increase efficiency and deliver cost savings with a manageable learning curve for locators and administrators.

Solution

- KorTerra has advanced the Village's ticket management procedures with the latest technology that is intuitive and easy for all users to operate.
- Facility Mapping enables the Village to easily screen tickets that do not require a locate and avoid costs associated with unnecessarily sending a locator to the job site.
- Automated emergency notifications ensure that locators do not need to return to the office for all emergency tickets and can respond more quickly, resulting in safety increases. Emergency notifications have created overall efficiency gains and reduced locator overtime costs.
- Attachments allow locators to capture a more complete record with every locate.

Results

Since implementing KorTerra, ticket management processes and day-to-day operations have been streamlined. The Village of South Elgin has reduced vehicle wear and tear, fuel costs, and locator time by eliminating the need to retrieve paper tickets from the office or return for every emergency ticket received. The Village has greatly increased efficiency and productivity for both locators and administrators by implementing KorTerra.

“We were the first in our area to implement a cloud-based ticket management system. KorTerra has resulted in time and cost savings as well as simplification of processes. We like that we can grow into the program as the Village gets bigger and demands change.”

- Colleen Chage

Public Works, Village of South Elgin

Contact KorTerra to learn more about how we can help your company maximize efficiency.

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