



PelicanCorp future proofs Telus via automation innovation



\$13 billion+ annual revenue

500,000+ locate inquiries p/a

52,000+ staff members

12.8 mill+ customer connections

Telus Corporation (Telus) is a Canadian national telecommunications company that provides a wide range of telecommunications products and services including internet access, voice, entertainment, healthcare, video, and IPTV television.

As a global telecommunications leader, Telus Mobility is Canada's third-largest cellphone provider with a subscriber base of over 8.8 million. Currently TELUS is rolling out its next generation fibre optic network, and will have invested more than \$51 billion in British Columbia alone between 2000-2019.

Challenge

As Canada's third-largest telecommunications provider Telus faced the challenge of addressing incoming inquiries from the regional 'Before You Dig' services, regarding the delayed turn-around time for Planning and Design tickets. Telus were unable to meet the expectations of customers seeking information for tickets scaled as 'low priority' when underground assets were not at risk. A solution was needed in order to reduce the manual, time consuming and expensive resource efforts to meet those expectations.

Solution

Telus strive to achieve success through the adoption of leading edge technology solutions and investigated options available to address ticket screening and responding. They determined that automation was the solution opting for PelicanCorp's TicketAccess, a cloud hosted and fully managed service including support. Through a phased implementation process, Stage 1 has Telus addressing the needs of the Planning and Design ticket inquiries via automation.

Outcome

With TicketAccess by PelicanCorp, Telus now supply almost instantaneous response emails directly to inquirers. Automation has seen a significant reduction to resources required to respond resulting in re-allocation of staff to different departments and roles. With Planning and Design now successfully automated Telus have commenced Stage 2, exploring how TicketAccess can be further applied across other areas of the damage prevention processes.



“A modernized approach for adopting new technology is critical to ensuring that Telus remain a global leader in our industry. PelicanCorp has the tool and team in place that we really welcome here in Canada”.

Terrill Slobodan, Resource Manager - Telus

Canada’s third-largest telecommunications provider and global leader Telus have re-defined their ‘Before You Dig’ ticket screening and response process via automation with TicketAccess by PelicanCorp.

Telus Corporation (Telus) is a Canadian national telecommunications company that provides a wide range of products and services including internet access, voice, entertainment, healthcare, video and IPTV television.

In a phased adoption process, Telus have implemented ‘Stage 1’ of the move to automation by utilizing TicketAccess to automatically respond to all Planning and Design inquiries submitted through the regional ‘Click Before You Dig’ service for British Columbia.

Darcy Hurlock, Manager of Operations for the TELUS Cable Locate Support Center explained that “Planning and Design tickets were scaled as a lower priority as there is no excavation taking place and underground assets not being impacted. As a department constrained by resources, Planning and Design requests received inconsistent response times, especially when there was an influx of requests for information regarding excavation works”.

Resource Manager at Telus, Terrill Slobodan added that “the efforts spent manually screening tickets was time consuming and expensive. Telus needed to investigate options available to address the modern-day challenges of sharing information via automation”.

TicketAccess from PelicanCorp was the automated solution Telus were seeking. “We have had experience with multiple vendors, yet no one else in the market is offering the type of automation that PelicanCorp achieve and we were encouraged by what the technology provides” added Terrill. The phased approach has allowed Telus to see how the automation processes can be further integrated into the work flow across excavation inquiries.

PelicanCorp consulted, designed and implemented the solution in collaboration with Telus. TicketAccess runs and operates in a scalable, high availability, cloud managed infrastructure with all support and service provided.

“The team at PelicanCorp have been excellent to work with guiding us through the project. They worked hard to accommodate our requests, answering questions and going above and beyond to meet agreed schedules ” said Darcy.

The almost instantaneous response emails from TicketAccess sends an information pack directly to the inquirer. This provides a view of the Telus GIS map highlighting all underground facilities in the area and outlines the conditions for use. “By providing our customers the information they are seeking in a matter of minutes, Planning and Design teams can now get on with project works the same day, rather than having to wait a matter of weeks” said Terrill.

Terrill went on to say that “the outcome for our customers has been seamless with very positive feedback. They are blown away with how quickly they are receiving the information”. Telus have also seen a significant reduction in the resources used to screen tickets and have been able to re-allocate staff to different departments and roles.

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“We are really looking forward to future collaborations with PelicanCorp over the next stages of the project. With Planning and Design now successfully automated we are excited to see how the technology can be further applied across the other areas of the damage prevention process for Telus” said Terrill.

About PelicanCorp

PelicanCorp provides software and services to Utilities, Asset owners and the Before You Dig/One Call industry specifically for the 'Protection of Essential Infrastructure'. Our team has extensive experience working with Utilities, Before You Dig, One Call services and Local Authorities in helping provide efficient end to end software solutions to increase awareness, improve information exchange and to re-engineer processes delivering day to day benefits to the industry as a whole.

Our unique technology platforms are developed through extensive industry knowledge and market experience. We have customers around the world using our platforms, and we use our own PelicanCorp Enterprise (PCE) platform of products to deliver our own services; such as hosted and on-premise Before You Dig ticket and response management systems.

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