Pitkin County

Case Study

Overview
Struggling with Fragmented Telecommunications

Colorado's Pitkin County may not exactly be a household name, but two of its biggest attractions are: the awe-inspiring Rocky Mountains and its world-famous ski mecca (the legendary city of Aspen).

The county's IT team manages a complex and sprawling telecommunications system, from a county-wide TV and FM rebroadcast network to public safety radio programming and broadband infrastructure. Their responsibilities cover 13 mountaintop communication sites, 34 microwave hops, and over 1800 radios for various agencies.

With such a vast area to cover, IT documentation was fragmented, making maintenance a constant headache. Kyle Nelson, telecommunications project engineer, saw inefficiencies in maintaining their broadband and public safety radio systems and knew they needed a better solution.

After evaluating several options, Kyle's team chose netTerrain for its comprehensive documentation, user-friendly interface, and easy integration of existing data. The results were substantial: improved infrastructure management, increased maintenance efficiency, significant cost savings, and enhanced collaboration with partners.

Before netTerrain

Chaos in Documentation and Troubleshooting

From airport IT managers forced to walk miles of hidden fiber to mining IT managers that need to descend miles to access termination points, IT folks are no strangers when it comes to hard-to-access infrastructure.

Before netTerrain, Pitkin County mostly relied on Google Sheets and Drive for IT documentation. This led to inefficiencies and delays. Identifying dark fiber strands, managing fiber cuts during emergencies, and sharing documentation with partners were significant challenges.

Pitkin County's team was faced with IT dispersed across the slopes of Aspen to the highs of the Rocky mountains.

Without detailed documentation about what was at each location, maintenance and troubleshooting was not just time-consuming but expensive.

The team was The team often relied on institutional knowledge and physical inspections, increasing operational costs.

Goal

Efficiency, Accuracy, and Collaboration

The team aimed to:

- Streamline infrastructure maintenance

- Reduce physical inspection costs and enhance safety

- Improve accessibility and accuracy of network data for rapid decision-making

Challenge

Complex Network Demands Clear Visualization

Pitkin County needed software that could:

- Document diverse infrastructure, both inside and outside plant

- Integrate existing data seamlessly

- Be user-friendly for all team members and partners

- Provide quick access to documentation for decision-making

Finding flexible, detailed, and cost-effective software was crucial.

Solution

netTerrain: Straightforward IT Management

After evaluating several options, Pitkin County chose netTerrain for its:

- Centralized documentation

- Automatic network discovery and data import

- User-friendly interface for easy updates

- Detailed work order generation

netTerrain handled the intricate details of the county's network, from strand-level documentation to county-wide map views, integrating with other tools the county used.
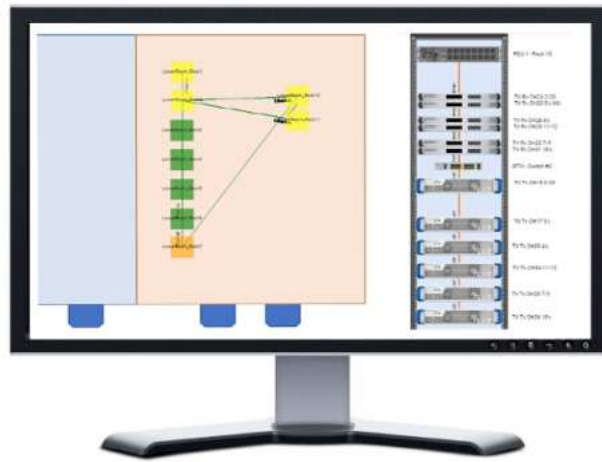
Implementation

Quick Rollout, Immediate Benefits

Implementing netTerrain was straightforward. The user-friendly interface allowed even non-IT staff to assist with documentation.

The discovery engine simplified network visualization, reducing manual data entry. The team quickly transitioned from fragmented data to a cohesive and accessible system.

Results

Efficiency, Cost Savings, and Reliability

Pitkin County now has dynamic documentation accessible from any location. Key benefits include:

- Enhanced network visualization from inside plant to fiber paths
- Reduced costs by minimizing manual inspections
- Improved safety and operational efficiency with accessible network information
- Faster response times in emergencies due to readily available, accurate documentation
- Better collaboration with partners, facilitating project coordination and resource sharing

By choosing netTerrain, the team replaced relying on employee knowledge and outdated maps with having the the IT info they need in clicks (accessible from anywhere).

"netTerrain transformed our approach to managing our IT. Its user-friendly interface and comprehensive documentation capabilities have allowed us to efficiently map and maintain our network, ensuring we meet our zero-fail mission even in the most challenging conditions."

- Kyle Nelson, Telecommunications Project Engineer

Learn More

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