

CHARTER SOLUTIONS, INC. AND CONDUCTIVE DIGITAL: CREATORS OF PEAK WORKFLOW

Conductive Digital has created a modern and dynamic work order management platform for the utility services industry using a web + mobile application called Peak Workflow.

“Charter Solutions, Inc. helped us think through the ‘Art of the Possible’ using tools that will allow us to expand our business. We were excited about their ability to help us elevate analytics and partner with us to develop a very modern application to leapfrog our competition.”

JOHN MOBERG
Conductive
Digital

CHALLENGES

Their initial implementation was successful, however to manage performance as their customer base expanded, Charter Solutions, Inc. (CSI) was engaged to review their architecture and help bring this application to very dynamic solution for their business adding functionality that also included in-depth analytics.

OUTCOMES

Significant performance increases were realized from the changes CSI made, making the tools more viable in the marketplace.

The addition of QuickSight provided a richer set of visibility into what is happening in each of the projects that Conductive Digital initiates.

Conductive Digital customers are using this tool to manage the workflow to field technicians to schedule, manage, and document replacement of electric, water and gas utility meters and infrastructure.

The application contains tools for project management, work assignment, inventory management, and documentation of work completed.

The tool uses flexible data integration and analytical reports and maps to track where work needs to be done, what is completed, and route technicians to their next site.

SOLUTIONS

1. Charter Solutions found that while they were using DynamoDB for data storage, their use case did not fit well with DynamoDB's approach to storage. After evaluation and team discussion, CSI helped move them to Aurora for data store.
2. They were seeking performance improvements within their GraphQL solution. For those specific use cases, CSI helped them implement REST based APIs using AWS Lambda, API Gateway, and the Serverless Framework.
3. Finally, Conductive Digital was looking for a richer set of tools to implement analytics on top of the data. CSI helped implement Amazon QuickSight for further analytics on top of their Aurora data.