

From Paper-Based Processes to Mobile, GIS-Based Water & Sewer Operations in Under a Month

In under four weeks, Ithaca established its first ArcGIS environment, digitized its entire water and sanitary sewer asset inventory, trained staff, and was running daily operations in ClearFlow.



THE CHALLENGE

PAPER-BASED

No GIS, limited system visibility

Ithaca had been trying for years to bring its water & wastewater infrastructure into GIS, but critical information remained spread across paper records, maps, logbooks, and staff knowledge.

- **Paper-Based Operations:** Maintenance and compliance activities were tracked manually, creating fragmented records and added administrative work.
- **Limited System Insight:** Fragmented records limited system-wide visibility and planning, including I&I and maintenance analysis.

THE SOLUTION

MOBILE + GIS OPS

One platform for unified operations

ClearFlow set up Ithaca's first ArcGIS environment, digitized its entire water and sewer asset inventory, and unified fieldwork, asset management, planning, and compliance in one mobile-first platform.

- **Unified GIS Foundation:** ClearFlow built Ithaca's ArcGIS environment from the ground up and digitized its entire water & sewer asset inventory in weeks.
- **Integrated Utility Operations:** ClearFlow brought assets, work orders, inspections, maintenance, compliance, and reporting together in one mobile, GIS-based platform.

THE OUTCOMES

UNDER 4 WEEKS

From paper-based to go live

Ithaca now has one mobile, GIS-based platform for fieldwork, asset management, planning, compliance, and reporting. Crews document work in the field, build permanent maintenance history, and share critical knowledge.

- **Everything at Their Fingertips:** Crews now have asset information, work orders, inspections, photos, and maintenance history in one mobile system, wherever the work happens.
- **Data Drives Real Operational Results:** Reliable data supports reporting, analysis, coordination, and smarter planning while improving through everyday fieldwork.

*"There is no doubt in my mind that we went with **the right company**. This is really cool stuff."*

Brian Zinn, Water/Wastewater Operator, City of Ithaca

A Mobile, GIS-Based Platform that Simplifies Operations and Keeps Getting Better

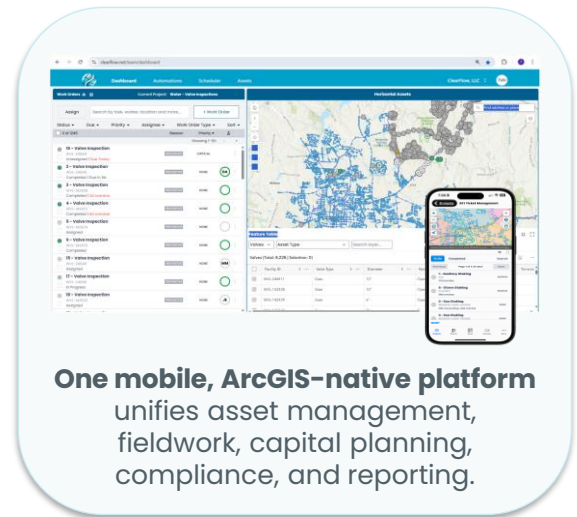
ClearFlow gave Ithaca more than a digital map. It provided an operational foundation the City uses every day for fieldwork, maintenance, investigation, planning, compliance, and reporting.

1. A UNIFIED GIS FOUNDATION

ClearFlow established Ithaca's first ArcGIS environment and digitized its entire water and sanitary sewer asset inventory, bringing maps, asset information, work history, inspections, photos, and maintenance records into one reliable system. What had been scattered across paper, maps, and individual knowledge became a practical foundation for daily utility operations, without requiring dedicated GIS staff.

2. MOBILE TOOLS CREWS ACTUALLY USE

Crews can access maps, complete work orders and inspections, document maintenance, add photos, and update asset information directly from phones or tablets. Hydrant flushing, valve turning, sewer cleaning, manhole work, and other field activities are captured digitally and in real time, reducing paperwork, supporting compliance, and keeping field and office records current.



50%

REDUCTION

in wastewater
treated due to I&I

3. DATA THAT DRIVES REAL OPERATIONAL RESULTS

With its infrastructure and maintenance history now in GIS, Ithaca can use the same data for more than day-to-day maintenance. It supports more informed planning and collaboration with engineering partners, while enabling flow-meter placement and I&I investigation. Ithaca expects these efforts to reduce wastewater treated due to I&I by approximately 50%. Historical sewer-cleaning data also supports regulatory compliance and can help reduce insurance claims.

4. THE SYSTEM IMPROVES AS STAFF USE IT

Staff can add or update valves, hydrants, curb boxes, asset locations, watermain breaks, photos, and other information as part of everyday fieldwork. Each update improves the GIS while building a more complete operational history, making system knowledge easier to share and helping new employees understand the infrastructure without relying solely on experienced staff.

*"Within just weeks of working with ClearFlow, our entire system was digitized with the critical information we need in one easy-to-use platform... **It's unbelievable to see where we are today.**"*

Jarred Waldron, Water/Sewer Superintendent, City of Ithaca

SCHEDULE YOUR DEMO TODAY!

See how ClearFlow can simplify fieldwork, strengthen asset management, and bring your utility operations together in one mobile, ArcGIS-native platform.

