



Call Before You Dig
with **1MARK™** Software Technology



This article is the latest in our series of articles introducing IMARK™ technology -- software that supports the lifecycle of a PA One Call Ticket. Technology that lets you document before you dig. Our last article described how it supports facility owner calls. This article describes how it also supports contractor or excavator.

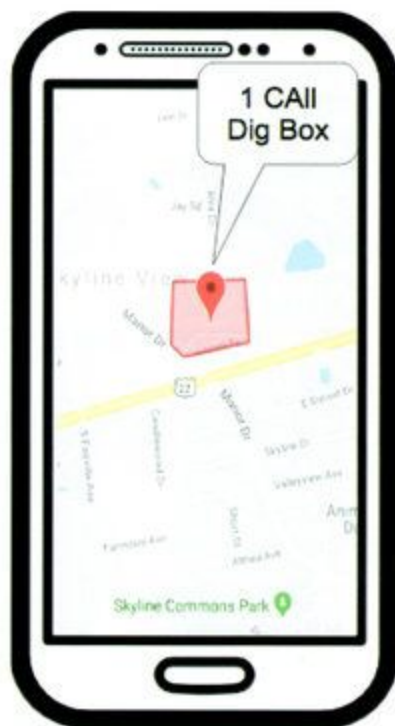
When an organization or person with a role in utility damage prevention files or receives a dig request through the Pennsylvania One Call System (POCS), it kicks off a whole series of events. The dig request moves through an entire system of checks and hand-offs to ensure accuracy and safety. When managed effectively, this lifecycle helps PA One Call fulfill its mission of damage prevention.

Technology plays a key role in keeping a One Call ticket moving smoothly through every stage. IMark™ offers software technology for any organization or person with a role in utility damage prevention such as facility owners, public departments, construction companies and other excavators, efficiently manage the lifecycle of a One Call ticket while remaining user-friendly and cost-effective.

In other words, it provides an easy, efficient, and cost-effective way to document before and after you dig. And, this includes your pictures and video of the job site too -- all in one place, all before you even leave the job site.

Construction companies and other excavators are doing their part to dig safely by submitting utility locate requests to PA One Call. Excavators often manage hundreds of these requests per year and they have traditionally had to keep track of them all by phone, fax, or email -- or, in other words -- by paper. Digital photographs and videos are often kept in another location.

Companies already know how vital it is to document before and after you dig.



One click to access responses and maps!

It seems like there is an ever growing necessity to document work on a job site, both for safety and possible liability or litigation needs that may arise down the road.

But keeping track by paper and digital photographs and video is inefficient and cumbersome, especially with the number of requests and the ever growing necessity and demand for documentation of a job site. With IMARK™ software technology, there is a better way that is more efficient, user-friendly and cost-effective.

From Paper Shuffling to Smartphone

IMARK™ Contractor Module is specifically tailored to the needs of the construction industry to improve how a company manages and documents One Calls from day one. It is a cloud-based software solution that changes how contractors receive responses from the

POCS and archive dig tickets. A mobile device with a real-time interface with the POCS replaces email or faxed tickets.

For the contractors who live on their phones, and many tell us they do, the most popular mobile device they choose is the smartphone. But IMARK™ is available for any mobile device such as an iPad, tablet or computer. The Contractor Module is designed to be viewed on a smartphone.

Some Key Features

After logging onto IMARK™ from a mobile phone or device, the contractor and field workers can get right to work. No stopping at the office needed.

Let's look at some of the following key features.

Search and Status

Provides the ability to quickly look up the status of dig tickets. Further, dig tickets can be searched and viewed in ways that are important to contractors. For example, view and search tickets by:

- Active and completed jobs;
- Start and end dates;
- Project manager and/or work site;
- Individual or facility owner that called in the dig ticket.

Facility Owner Responses

Provides for displaying dig tickets as easy-to-view cards. At the bottom of the card is a button to click to quickly view facility owner responses sent out from the POCS.

Ticket Management

Provides the ability to see all the information contractors need related to tickets, and take action, all from one centralized place online.

Texting Function

Provides the ability to send reminders or alerts of vital information such as lawful start and end dates. This texting function can help keep projects on schedule and avoid letting a One Call ticket expire, thereby avoiding the need to renotify a facility owner to remark the site.

Text alerts can also be set for any of the POCS response codes used by facility owners when a dig ticket is closed. For example, a facility owner may request an onsite meeting due to a possible conflict (by choosing Response Code 093). This request can often go unnoticed because of being buried in an email. The Contractor Module can be set to automatically send a text to any number of the contractor's employees to notify them so that these important requests are not missed and are handled promptly.

Extra Emails or Communication

Provides the ability to gather all the communication or "extra emails"--i.e.,

Documentation Jobs with Videos and Photos

Automatically attach Photos & Videos to 1-Call Tickets for Instant Access

Video



Unlimited Photos



not only the dig tickets received from the POCS, but also the emails that are generated between the contractor, all of these emails are automatically archived with the particular ticket for easy retrieval should the need arise.

Upload Pictures and Video of Job Site at Job Site with Ticket History

Provides the ability to automate docu-

mentation of job site with photographs and video that are attached to the ticket. If your field workers are currently taking pictures or video on-site, that's great because we all know that a picture can be worth a thousand words. But, what are thousands of unorganized pictures worth? Because that's often what happens when the field worker leaves the site after taking so many images.

The field worker may have moved to the next job site or finished for the day. However, at some point the field worker needs to get to the office, download, sort, and organize all images from the camera. Or, somebody has to be responsible for organizing all those photos and images, and making them accessible to the right people at the right time.

Now imagine that the field worker, who takes images, photographs and video on site with his smartphone or tablet, immediately uploads all images to the ticket history using the same mobile device. This way, when the field worker closes the ticket on site, the images are already uploaded and attached to ticket history. No need to get back to the office to download, sort, and organize all the images taken. And office staff can view in real-time the images taken by the field staff from their computer or tablet by simply logging in.

Search and Retrieve

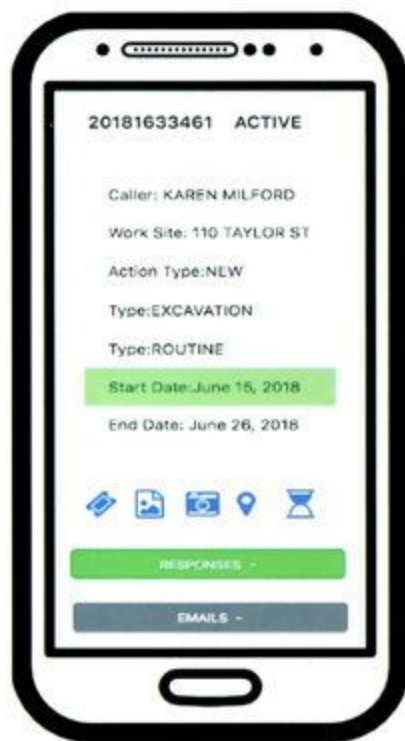
In the construction business, document management is an unavoidable part of the job. In fact, dig ticket document management is a critical part of the job. Imagine being able to find, no matter when you need it, with a simple click, exactly the photographs, video, and data information you need related to a dig ticket.

For example, if a hit occurs, a contractor needs to be able to timely provide the Public Utility Commission (PUC) the necessary documentation to complete an Alleged Violation Report (AVR). With 1MARK™, image and data documentation entered for any dig ticket can be uploaded directly into the AVR.

User-Friendly

1MARK™ is easy to install, training takes less than 15 minutes, and it's easy to use.

To install, all that is needed is a simple change of the email address that the



POCS currently uses to email a company's responses to dig tickets. Then, log into 1MARK™ from a mobile phone's browser and get to work.

Typical training on 1MARK™ has been less than fifteen minutes, which reflects its user-friendly design because once it's installed, its screens are pretty self-explanatory. Like the original design for facility owners, 1MARK™ Contract Module, while tailored for the contractor's needs, keeps what users love most about it and what 1MARK™ is known for: user-friendly, large color-coded icons and GIS map overlay.

Cost-Effective

The Contractor Module is offered on a month-to-month subscription plan that fits any size company's needs.

From Ticket Management to Building

Finally, with the latest 1MARK™ Contractor Module software technology, contractors can reduce the amount

of time and resources they spend on dig ticket file management, and get back to managing what they love doing best -- building things.

Our next installment of articles will describe how the 1MARK™ Tracker Module connects the office to the field for management and staff notification for investigations, leaks and customers' complaints.

About 1MARK™

An endorsed member program of PMAA that provides Authorities a low-cost, monthly subscription option to connect the front office with the staff in the field for a seamless flow of information accessible on any web browser, tablet or smartphone.

This web-based software platform processes and manages PA1 Call Tickets, includes a complete work order system tailored to the water and wastewater industry and provides a solution for transmitting all of your important geo-located information to field staff superimposed onto Google® Maps for viewing of your GIS mapping, field measurements and all of your Record Drawings.

For more information about 1MARK™, or to arrange a demonstration of the program, please visit PMAA's website and find us under the Member Programs tab.

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