

# FEATURES

## Enhanced Ticket Services

powered by PelicanCorp

### FEATURE

#### One Call Ticket Screening

TicketAccess™ will be configured to compare the location of each dig ticket to the location of physical network infrastructure. Using pre-determined and configured buffers, TicketAccess™ will automate the assessment of each ticket as it is received.

\*Basic screening includes a single "Asset / No Asset" workflow.

### BASIC



### PRO



#### Plan Response

TicketAccess™ can be easily configured to allow for both internal and external sharing of maps which outline the location of network infrastructure in relation to the provided dig area. The maps can be structured in a way to allow for a balance between damage prevention and any specific security concerns for sharing such information.



#### One Call Ticket GIS View

As a summary view of all tickets received, their spatial location and any attributed information, the TicketAccess™ solution publishes the data in a Web Feature Service (WFS). The WFS allows for a Geographic Information System (GIS) to visualize the activity on a map. This map can then be distributed into a Network Operations Center or to any required operational staff with access to GIS tool (e.g. ArcGIS, QGIS, MapInfo Professional etc.).



#### Public Awareness

Specialized responses can be formulated in response to dig tickets meeting specified conditions. This can be used to draw attention to environmentally sensitive areas, special permit requirements and more.



#### Critical Infrastructure Warning

At the core of the TicketAccess™ workflow will be the ability to identify tickets impacting critical infrastructure. In this case, the solution will formulate an automated response to the contractor and/or internal resources to ensure visibility of this and provide appropriate instructions – as required. Alerts would be communicated in the form of templated responses to providing instructions to the nominated audience of the risks and the procedures to be followed when working in and around this specific infrastructure. Escalations will also be configured to alert senior management, as they occur.

