

# Marin Municipal Water District

## empowers field staff with SeeUnity

SeeUnity  
CASE STUDY

Content Connect synchronizes critical data for immediate offline use

*Marin Municipal Water District (MMWD) serves 147 square miles, including 10 cities and towns that comprise south and central Marin County. With over 1000 miles of pipeline and 120 storage tanks, MMWD is responsible for providing and maintaining high-quality drinking water to 195,000 people.*

Dozens of engineers, inspectors and repair crews play a critical role in maintaining MMWD's enterprise assets – including construction projects, pipelines, storage tanks and pumps. Job drawings, meter schematics, valve locations, and leak history are just a few examples of the content required by the field staff in order to carry out monitoring, maintenance and repair projects. Mostly scanned or rendered PDF files, over 100,000 documents are centrally stored in MMWD's OpenText Livelink system.

MMWD lacked an easy or direct method of duplicating portable, offline copies of these technical documents, which were needed for use in the field. Livelink's native tool for offline synchronization was not designed to handle the volume requirements, and MMWD experienced regular system crashes when duplication reached 7,000 records. Downloading local copies was a manual, time-intensive process. These efforts were also complicated by the need to regularly synchronize content updates and additions.

### Implementing bulk synchronization

MMWD's IT department sought a solution for synchronizing Livelink content onto dozens of user laptops. They required an off-the-shelf product that could process content efficiently enough, so that periodic resynchronization would not pose a logistical challenge. "OpenText was willing to do some consulting to modify the Livelink core code for us," said Bob Fairchild, IT Manager at MMWD. "We considered that approach but we were concerned about the scope of any initial consulting engagement, as well as ongoing sustainability. We didn't want a patch of code that would have to be manually revisited every time OpenText released an update to Livelink."



## MARIN MUNICIPAL WATER DISTRICT

### MARIN MUNICIPAL WATER DEPARTMENT PROFILE

- Industry: Utilities (Government)
- Population served: >195,000
- Field worker employees: >100
- Repository size: >100,000 documents, 35GB
- SeeUnity products used:  
Content Connect

SKU 2011SC21



Mr. Fairchild's team turned to SeeUnity, a market-leading developer of content integration products. "SeeUnity's Content Connect offers everything we were looking for," said Mr. Fairchild, "including off-the-shelf synchronization between user desktops and Livelink. It surpasses our volume and throughput requirements. It's a supported, mature product, so we don't have to worry about synchronization breaking down with every version or patch release."

"This represented a new opportunity for Content Connect," said Jeremy Schroeder, a Senior Solutions Specialist at SeeUnity. "Typically, Content Connect is used by a large number of employees to synchronize specific folders or directories. This use-case required Content Connect to handle much higher volumes of content."

## How integration has helped MMWD

After several weeks of planning and successful testing of Content Connect, MMWD began field implementation. "The ease of use, both for administrators and users has been great," says Mr. Fairchild. "We can set it up in a few minutes. After it's initially configured, a user can synchronize and update the entire data set – over 35 GB – in just 5 clicks."

Content Connect transformed how MMWD equips their field staff with critical enterprise content. When field staff check into the main office, they can easily synchronize their laptops to get updates and new documents. There's no longer a need to pick and choose which documents might be needed; the entire library can be maintained. Mr. Fairchild cites better performance and a reduction in user error as a direct result of using Content Connect to synchronize the entire MMWD library. "When you're in the field, you can't predict what projects and repairs might come up, or the technical data you'll need to address those issues. No matter where duties take our field staff, Content Connect keeps them prepared with immediate access to all relevant information."

## About SeeUnity

SeeUnity is a leading provider of Enterprise Content Integration and Migration solutions. Our products enable short and long-term content coexistence strategies that increase the value of your Microsoft SharePoint and ECM investments. For more information about SeeUnity, visit [www.seeunity.com](http://www.seeunity.com).



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### TAKE THE NEXT STEP

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