State Department of Transportation Protects Infrastructure, Speeds Response with OnSolve

The Challenge

The Department of Transportation for a large state is tasked with keeping bridges and tens of thousands of miles of highways safe and open. Unfortunately, this task was made difficult due to inefficient processes. Identifying and fixing damage were manual — including communications to and from various watch centers and weather centers; dispatchers tracking incidents and coordinating repairs; and teams reporting progress to other agencies.

The state was facing millions of dollars in economic losses every year as critical infrastructure remained down far longer than it should.

Customer's Industry

State Department of Transportation

Customer's Clients

Dispatchers, supervisors, engineers and maintenance workers, as well as residents and visitors of the state

OnSolve Product Used

OnSolve® Platform for Critical Event Management

Why Did the Customer Choose OnSolve?

Action Without Delay

Quick identification of any hazards impacting roads and bridges; appropriate teams automatically notified and dispatched without delay

Real-World Relevance

Relevant data delivered to the exact people who need it; responders know precisely which piece of infrastructure is at risk to prioritize responses

Uniform Usability

Time-consuming manual systems eliminated; data is coordinated and delivered via an integrated platform with a user-friendly interface

Read more use cases and customer stories at **OnSolve.com**.