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FOR IMMEDIATE RELEASE

July 24, 2024

LUS RECEIVES DIG-SMART INTEGRATION AWARD AT ESRI USER CONFERENCE

LAFAYETTE, LA— One of only five award recipients, Lafayette Utilities System (LUS) has received the Integration Award from Dig-Smart, LLC at the 2024 ESRI User Conference in San Diego, California. Dig-Smart, LLC is an organization that has been providing one-call ticket management software solutions for over 20 years. The award highlights LUS’s ability to use these solutions in a way that goes beyond their original purpose, typically linking 3rd party applications and/or integrating with external contract-locating companies. LUS has processed approximately 19,000 Dig-Smart tickets, year-to-date – around 100 tickets per day.

Jim Schoenberg of Dig-Smart, LLC states: “The integrations being leveraged by LUS are quite impressive! First, they link Dig-Smart Fusion to their Trimble products, allowing one-call tickets to be displayed as Work Orders. Second, they allow their 3rd party contract locators to access Trimble products using Single Sign On (SSO). This means that contract locators for LUS are working on Dig-Smart tickets without knowing it – it’s fully transparent to the end user as their experience is tied to the Trimble interface. This is a very successful project from our point of view. There are two complex integrations that go above and beyond the standard Dig-Smart deployment. In turn, LUS achieves the benefit of having 100% transparency on the life cycle for every Louisiana one-call ticket they receive, with Dig-Smart software powering the entire backend.”

Mission Statement: As a publicly owned utilities system, we provide high-quality, competitively priced services that exceed our customers’ expectations, and contribute to the Consolidated Government to support other community needs.

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FOR MORE INFORMATION:

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