



## Case Study

### Organization

Mid-Atlantic Broadband  
Communities Corporation

### Location

South Boston, Virginia

### Industry

Telecommunications  
(Middle Mile)

# MBC Adopts Real-Time Management for Assets and Work Orders

Mid-Atlantic Broadband Communities Corporation (MBC) promotes economic development in southern Virginia through the operation of an advanced, open access, fiber-optic network, supporting wholesale telecommunications transport services, colocation, and tower leasing. The company's fiber-optic network allows MBC to serve rural Virginia schools, businesses, business parks, hospitals, and other community-anchor institutions with high-bandwidth services. Over the past few years, MBC experienced rapid network growth, with its footprint doubling to approximately 1,800 fiber miles. To handle the growth, MBC needed a better tool to manage work orders and assets.

## What did they do?

MBC staff implemented ArcGIS® for Server along with the CrescentLink fiber-management desktop solution from Esri partner Palmetto Engineering and Consulting. This platform maps work orders and also integrates construction and as-built drawings into the work order process, which simplifies asset management for MBC network administrators. It also provides an easy interface to view alarm events, such as cut fibers, which assists staff in making smarter decisions to shorten service interruptions and circuit outage time. Implementing the ArcGIS platform for engineering and presentation has streamlined the previous dual-system process of engineering on CAD and presenting on GIS. The ArcGIS for Server component also allows MBC to operate with an interactive web application.

"We've had tremendous network growth in the past five years, so we needed better work order management and fiber-asset management tools."

### Doug Herrin

Network Operations Manager  
Mid-Atlantic Broadband  
Communities Corporation



## Do I need this?

If your telecommunications organization is experiencing rapid growth and needs a proven solution to manage assets and reduce service interruption intervals, look to the Esri® platform and partner solutions. MBC accesses all network, asset, and work-order information in three clicks or fewer.



*MBC manages its expanding rural fiber footprint on the Esri-powered CrescentLink solution.*

For more information,  
visit [esri.com/telecom](http://esri.com/telecom).



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