DC Water uses Ravnur's Azure-based Solution to Manage Terabytes of Video

Customer: DC Water

Location: Washington, DC

Customer since 2014

Products: Video Content Management System, Enterprise Video Portal, Mobile Video Portal

Integrations: Cornerstone OnDemand, ArcGIS, Active Directory, Maximo EAM

The Customer: DC Water

DC Water, also known as the District of Columbia Water and Sewer Authority, is the one of the largest water and sewer utilities in North America, serving millions of residents, businesses and visitors in the greater Washington DC area.

The Challenge – How to Store, Manage and Access 1000s of Inspection Videos with Complex Metadata

DC Water's extensive network of more than 1,300 miles of pipes needs to be inspected on a regular basis by DC Water crews and contractors using video inspection rigs to capture the current condition of the sewer lines. This results in terabytes of data in the form of thousands of videos and metadata files that need to be managed, and because these lines run under sensitive areas, all data needs to be managed securely with auditable access controls and integrated with Active Directory.

The sheer volume of video and related data was taxing DC Water's infrastructure and causing difficulties for engineers searching for specific videos related to work orders or planned maintenance. It was not unusual for a search to take over 8 hours, time that delayed repairs and job completion.

The Solution: Ravnur Video Content Management

To address the growing volume of video and the challenges in using it effectively, DC Water uses the Ravnur Video Content Management Platform (vCMS). Ravnur's Azure-based video content management solution is deployed to DC Water's Azure subscription giving DC Water complete control over their data and content. Ravnur's vCMS delivers the scalability, security and ease of use that DC Water needs as the volume of video grows.

DC Water has other video use cases such as training and communication, which require their own metadata schema and integration points. Ravnur's vCMS solution employs a powerful, flexible metadata schema allowing for the management of all video in a single platform and RESTful APIs for simple integration with many applications.

The Benefits: Lower Costs, Increased Accessibility and Use of Video

By moving its video libraries to Ravnur, DC Water has reduced the cost of storage and ensured scalability. It is also improving compliance with regulations governing the storage and accessibility of public infrastructure inspection data.

Ravnur's video solution also reduces the time needed to find and view video files needed for work orders from days to minutes, leading to shorter project preparation times and greater efficiency. Integration with key applications such as maps, Enterprise Asset Management and Learning Management improves business processes and adds value.