

Unlock the Power of Data with Techwave's ISM Framework for Utilities

Techwave's Integrated Support Model (ISM) transforms BAU Data Maintenance into a strategic advantage. By unifying governance and operations across GIS (GE Smallworld, ESRI, etc.), ERP, and ADMS platforms, our framework ensures data integrity, seamless interoperability, and real-time visibility. Utilities gain the precision, agility, and confidence needed to deliver reliable service and drive operational excellence.

Core Components of ISM



Data Integrity & Quality Assurance

Structured asset data capture and automated validation workflows leveraging CIM, EQA and custom quality tools



System Synchronization

Alignment of ERP asset hierarchies and work orders with GIS and ADMS platforms for consistent data across systems



Rapid Geospatial Updates

Timely updates reflect evolving field conditions, reliable outage mobility, real-time grid visibility for uninterrupted service, new connections, asset replacements & retirements



Data Prevention & Continuous Improvement

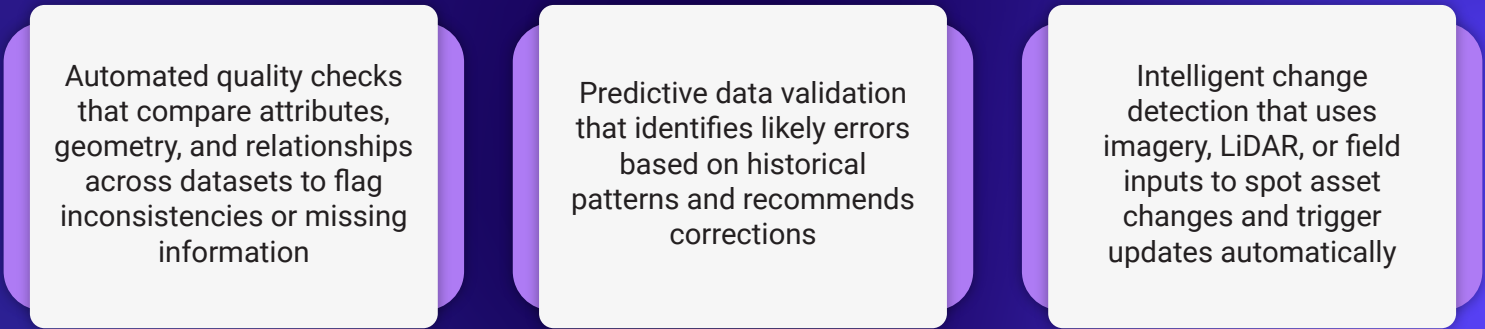
Automation-driven defect management, process optimization and ongoing training

GIS Data Maintenance in Utilities

A well-maintained GIS can reliably locate underground and above-ground assets, support outage and incident management. It enables effective capital planning and integrates with ERP, OMS, SCADA, and AMI systems.

As utilities move towards AI-powered tools, accurate asset data becomes even more critical, helping in safe operations, fast emergency response, regulatory compliance, and efficient field work. By integrating AI into the data lifecycle, utilities can not only keep asset information accurate and up-to-date but also uncover issues before they impact operations.

How AI is helping GIS maintenance workflow:



GIS maintenance ensures that every change in the field - new construction, retirements, inspections, repairs, pole replacements, meter swaps, or switching device updates are accurately reflected in the utility’s authoritative digital systems.

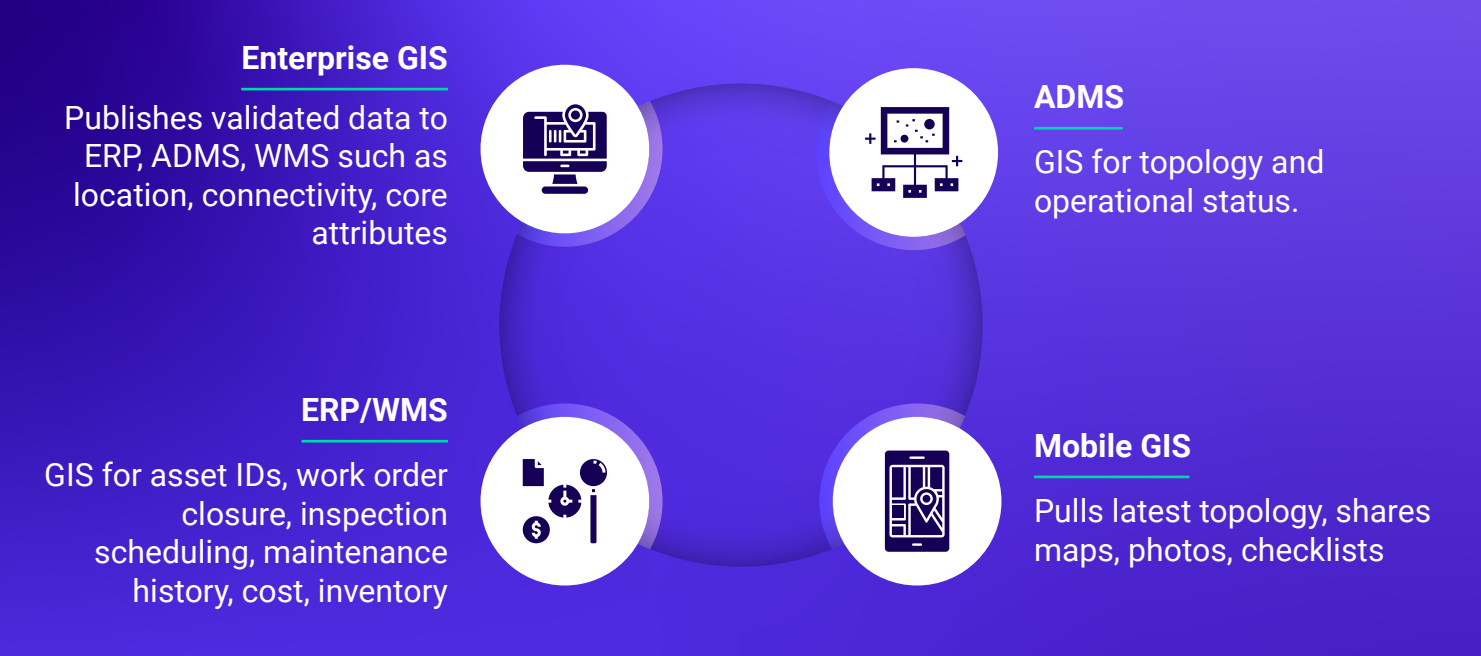
What the Service Includes



Business Outcomes



Integration Dependencies



Why Techwave?

Since 20 years, with 500+ clients, operating across 5 continents, Techwave is empowering world's largest businesses to turn their business challenges into opportunities of success. With our vast experience & expertise in Cloud, Data, Engineering, Automation & AI, SAP, and Application Development, we are enabling digital transformation for our clients.

We enable utilities to modernize networks faster, cost-effectively, and in compliance with industry standards. Our capabilities in data management, LiDAR processing, and geospatial SAP integration deliver accuracy at scale and reduce rework. AI-driven automation and field tools keep the physical grid and ADMS model in sync, prevent data drift, enhance operational safety, and simplify audits with a complete asset lineage—ensuring resilient, future-ready infrastructure.