**Case Profile for the District of Mission**

**Delivering geospatial data to the web, improving customer service**

The District of Mission, founded in 1892, is located 70 km east of Vancouver and only 15 minutes from the Canada-USA border with a population of over 38,000 people.

**The challenges**

The District of Mission used internal web GIS across departments, but found that requests from the public, consultants, and professionals were time-intensive to process. They wanted to automate and provide external users with access to the District’s data, using strong user access controls.

**The solution**

iVAULT is a web-based geospatial portal to easily search, report and view data. Pacific Alliance Technologies implemented iVAULT Municipal designed with Esri’s ArcGIS for Microsoft Silverlight.

Pacific Alliance Technologies integrated iVAULT with the District’s GIS system, set-up searches for various user groups with enhanced SSL controls for user access.

**The results**

iVAULT provided easy report creation and was easily integrated with Mission’s databases, along with strong user access administration controls. Following data conversion and establishing different user groups, the District successfully implemented the project, thereby providing mapping and data access to the public, consultants and professionals.

“Pacific Alliance's combined proven expertise, iVAULT product with excellent customer support delivered what we needed. This greatly improves customer delivery time and allows external access data that previously was only available internally.” – Hirod Gill, Design Engineer – District of Mission.

**Summary**

**Challenges**

- GIS mapping was limited to internal users
- Time-intensive processes to provide information to external users

**Client Goals**

- Deliver GIS data to the web, improving customer service

**Results**

- Delivered geospatial mapping to the web
- Facilitated external access to the data
- Improved customer satisfaction
- Provided easy report-creation

“iVAULT solved key service issues by making mapping available to the public.”

Hirod Gill, Design Engineer, District of Mission