



Memorandum

To: Georgia 811 Members

From: Megan Estes, Director of Corporate Communications

CC: Customer Connections Department

ThoughtSpot is the online platform that replaced Member Standard Reports, providing each utility member with their specific ticket data that can be used to identify damage threats, forecast workload, and detect late notice trends.

Tutorials kick off in May 2024 and a representative from each Georgia 811-member company is asked to learn how to access their data in the online platform.

Webinars: For ThoughtSpot information and to register for an introductory webinar click [here](#).

One-on-one Tutorial: Members may also receive one-on-one tutorials using company login credentials and ticket data by contacting a Georgia 811 liaison [directly](#).

Here's why integrating ThoughtSpot into your operations is crucial:

- Achieving the 50 in 5 Challenge:** [The Common Ground Alliance's "50 in 5" challenge](#) aims to halve damages to buried utilities by 2028. ThoughtSpot provides critical ticket information, empowering decision-makers to identify damage trends and make necessary adjustments to internal processes. By reducing damages, you not only save on costly repairs but also mitigate threats to personal safety, minimize downtime, and prevent service interruptions.
- Data-Driven Decision Making:** ThoughtSpot eliminates the guesswork by providing comprehensive insights into your ticket data. With the elimination of Member Standard Reports, ThoughtSpot now serves as the go-to tool for predicting budgetary expenses, enabling you to make informed decisions that drive efficiency and cost-effectiveness.
- Asset Protection and Forecasting:** By leveraging ThoughtSpot's metrics for ticket data, you can accurately forecast workload, identify damage threats, and detect late notice trends. This proactive approach to asset protection ensures optimal resource allocation and minimizes risks to your infrastructure.
- Access to Critical Information:** ThoughtSpot grants members access to vital information such as billing data, active tickets, damage trends, late notices, and upcoming large projects. With customizable dashboards like Member Overview, Service Areas, and Billing, you gain real-time visibility into key performance indicators and actionable insights for strategic planning.
- User-Friendly Implementation:** Our current rollout of ThoughtSpot includes 30-minute online introductory webinars designed to familiarize new users with the platform. Additionally, our liaisons are available to provide personalized tutorials for member companies, ensuring a smooth transition and maximizing benefits of ThoughtSpot.

Questions? Contact Customer Connections at CustomerConnections@Georgia811.com or at 770-623-5786.