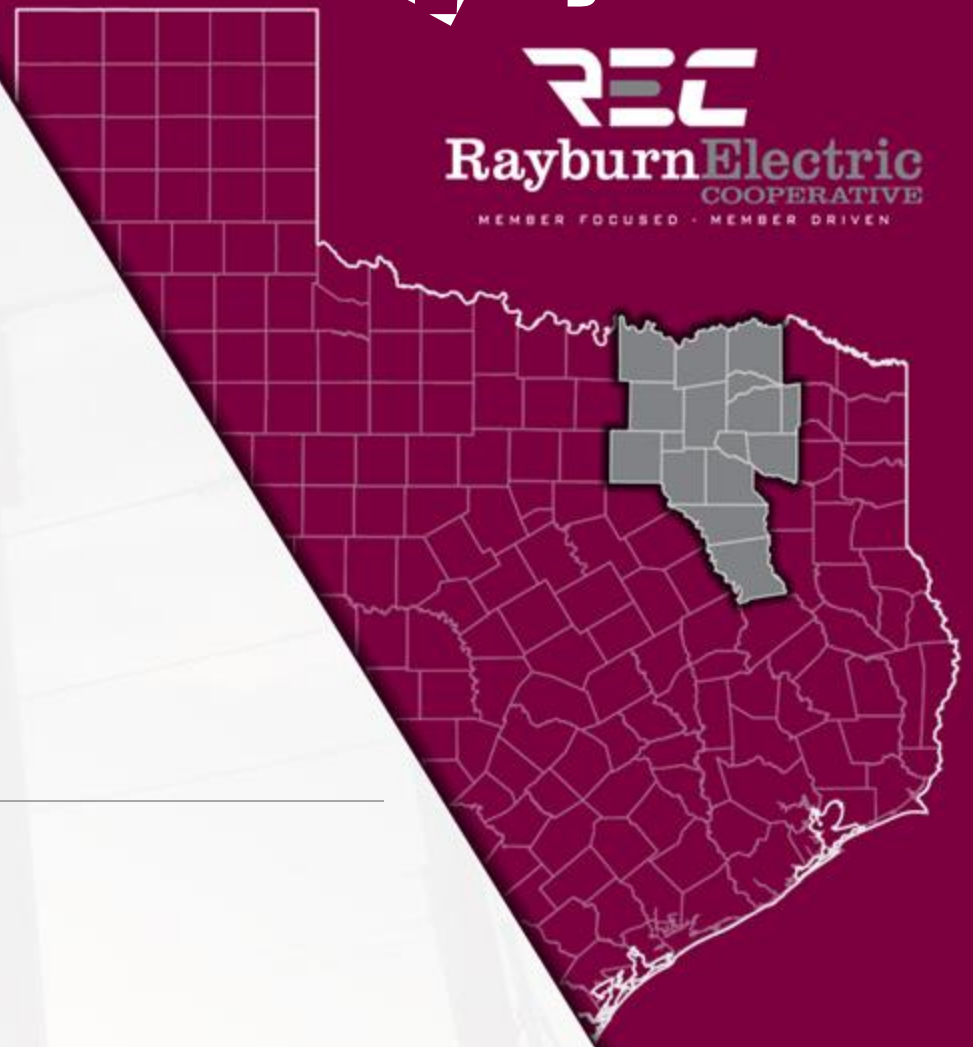
CyberTech

REC Rayburn Electric COOPERATIVE
MEMBER FOCUSED · MEMBER DRIVEN



Rayburn Electric: Outcomes of Empowering Geospatial Infrastructure Innovation

Dylan Campbell | Rayburn Electric
Vince Rosales | CyberTech

2025 TEXAS GIS Forum | AUSTIN, TX

Meet Rayburn Electric Cooperative

POWERING NORTHEAST TEXAS SINCE 1987

Our Mission

To **maximize the value** of our Members' investment while maintaining **competitive wholesale power costs** as we exemplify integrity and excellence.

4	16	625K+
Member Cooperatives	Counties	Texans Served

- ✓ Fastest growing electric cooperative
- ✓ Explosive member growth
- ✓ Increasing transmission infrastructure

Our GIS Journey

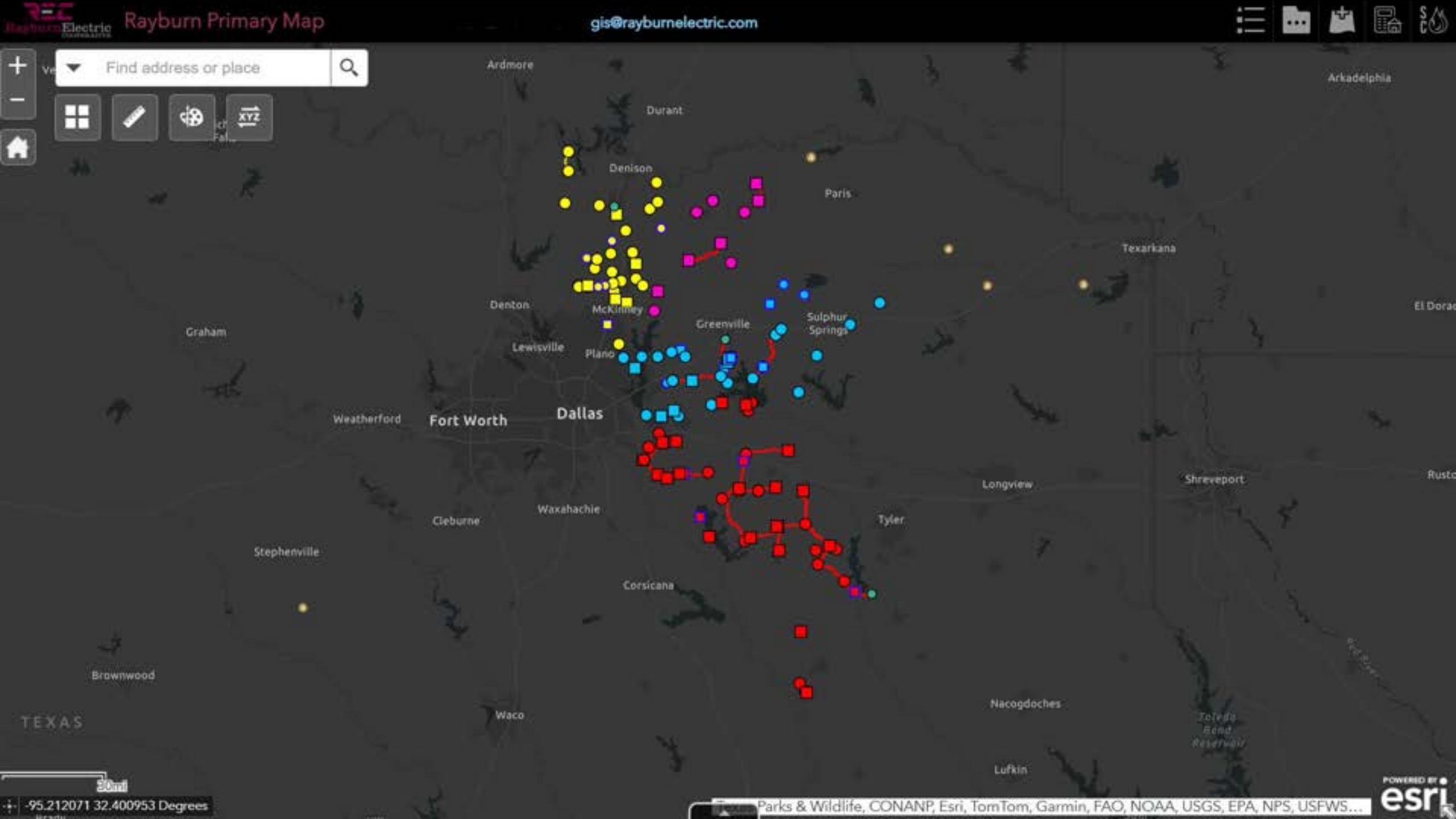
Pre-2019
Google Earth Era
Thumbtacks & Basic Mapping

2019-2020
ArcGIS Online
First Digital Transformation

2021
CyberTech Partnership
Enterprise Vision

2022 - Present
ArcGIS Enterprise
Mission Critical System

"From ad-hoc processes in people's heads to organized, scalable systems"

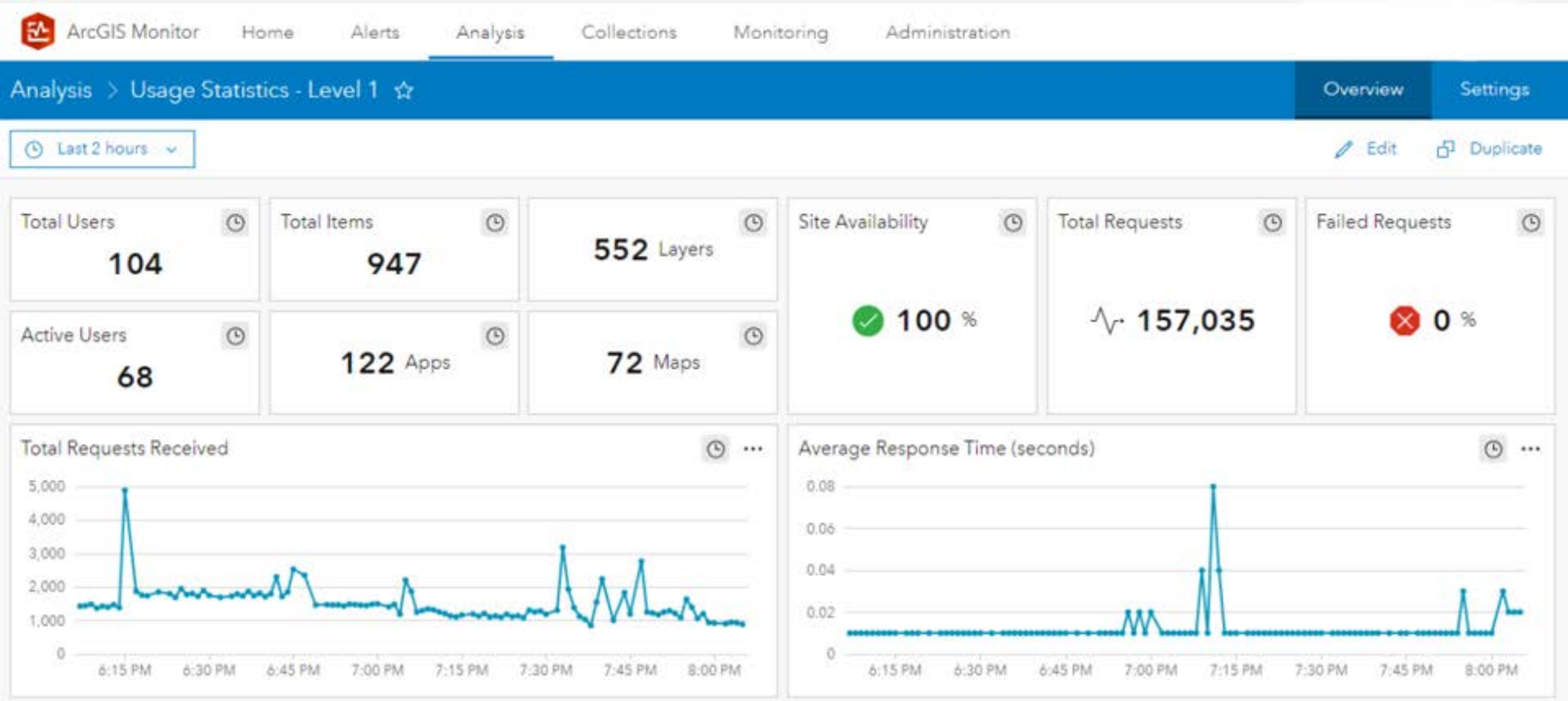

Rayburn Electric
Rayburn Primary Map
gis@rayburnelectric.com
Find address or place
XYZ
Ardmore
Durant
Denison
Paris
Arkadelphia
Texarkana
Denton
McKinney
Greenville
Sulphur Springs
Graham
Lewisville
Plano
Weatherford
Fort Worth
Dallas
Longview
Shreveport
Cleburne
Waxahachie
Tyler
Stephenville
Corsicana
Brownwood
Waco
Nacogdoches
Lufkin
TEXAS
30mi
-95.212071 32.400953 Degrees
Parks & Wildlife, CONANP, Esri, TomTom, Garmin, FAO, NOAA, USGS, EPA, NPS, USFWS...
POWERED BY esri

The CyberTech Partnership

Providing Confidence Behind Our Mission-Critical System

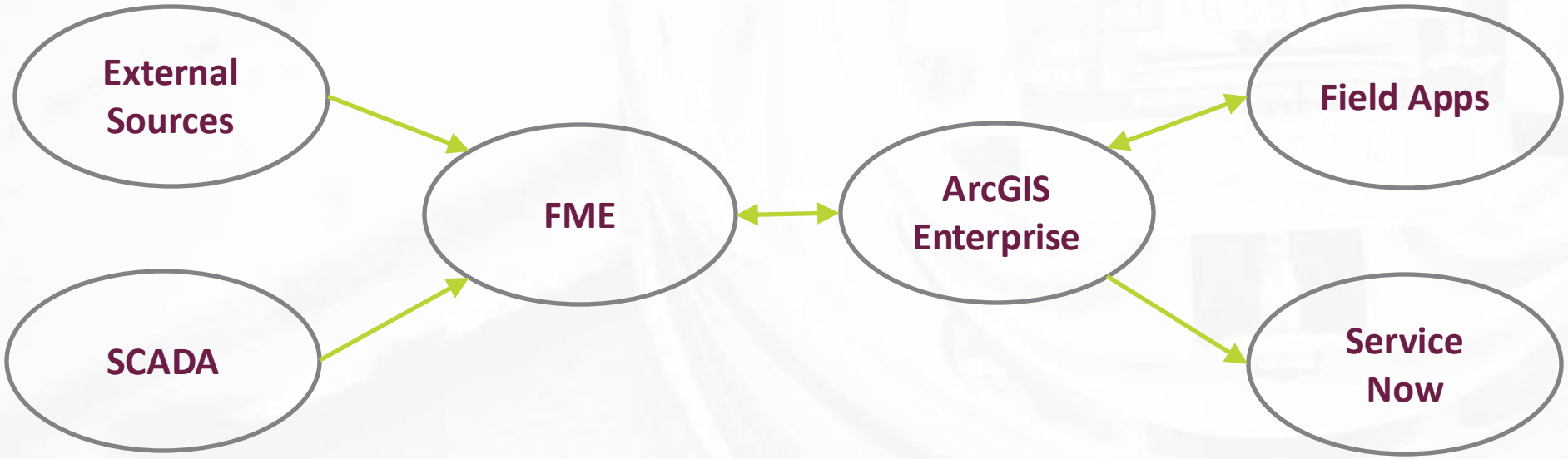
- Azure Cloud
- 24/7 Monitoring & Administration
- Hyperscale Strategy
- Security & Compliance Management
- Integration Expertise

"CyberTech's attentiveness means I can submit an urgent request and know it will be handled immediately while I focus on business solutions" - Dylan Campbell


ArcGIS Monitor
Home
Alerts
Analysis
Collections
Monitoring
Administration
Analysis > Usage Statistics - Level 1
Overview
Settings
Last 2 hours
Edit
Duplicate
Total Users
104
Total Items
947
552 Layers
Site Availability
100 %
Total Requests
157,035
Failed Requests
0 %
Active Users
68
122 Apps
72 Maps
Total Requests Received
5,000
4,000
3,000
2,000
1,000
0
6:15 PM
6:30 PM
6:45 PM
7:00 PM
7:15 PM
7:30 PM
7:45 PM
8:00 PM
Average Response Time (seconds)
0.08
0.06
0.04
0.02
0
6:15 PM
6:30 PM
6:45 PM
7:00 PM
7:15 PM
7:30 PM
7:45 PM
8:00 PM

GIS as Enterprise System of Systems

ArcGIS Enterprise at the Center



Key Lessons Learned

Success Factors for GIS Transformation

- ✓ **Start with Strategy**
- ✓ **Think Enterprise-Wide**
- ✓ **Embrace the Cloud**
- ✓ **Partner Wisely**
- ✓ **Focus on Users**
- ✓ **Integrate Don't Isolate**
- ✓ **Measure Impact**

Mobile Applications: Transforming Field Operations

Real-Time Situational Awareness Everywhere

100%

Digital Pole Inspections

via ArcGIS Field Maps

Automated

Work Order Creation

FME Integration

Offline

Capability Enabled

No connectivity required

Measurable Business Outcomes

Fewer

Tasks Fall Through Cracks

Minutes

Issue to Work Order Time

99.9%

System Uptime

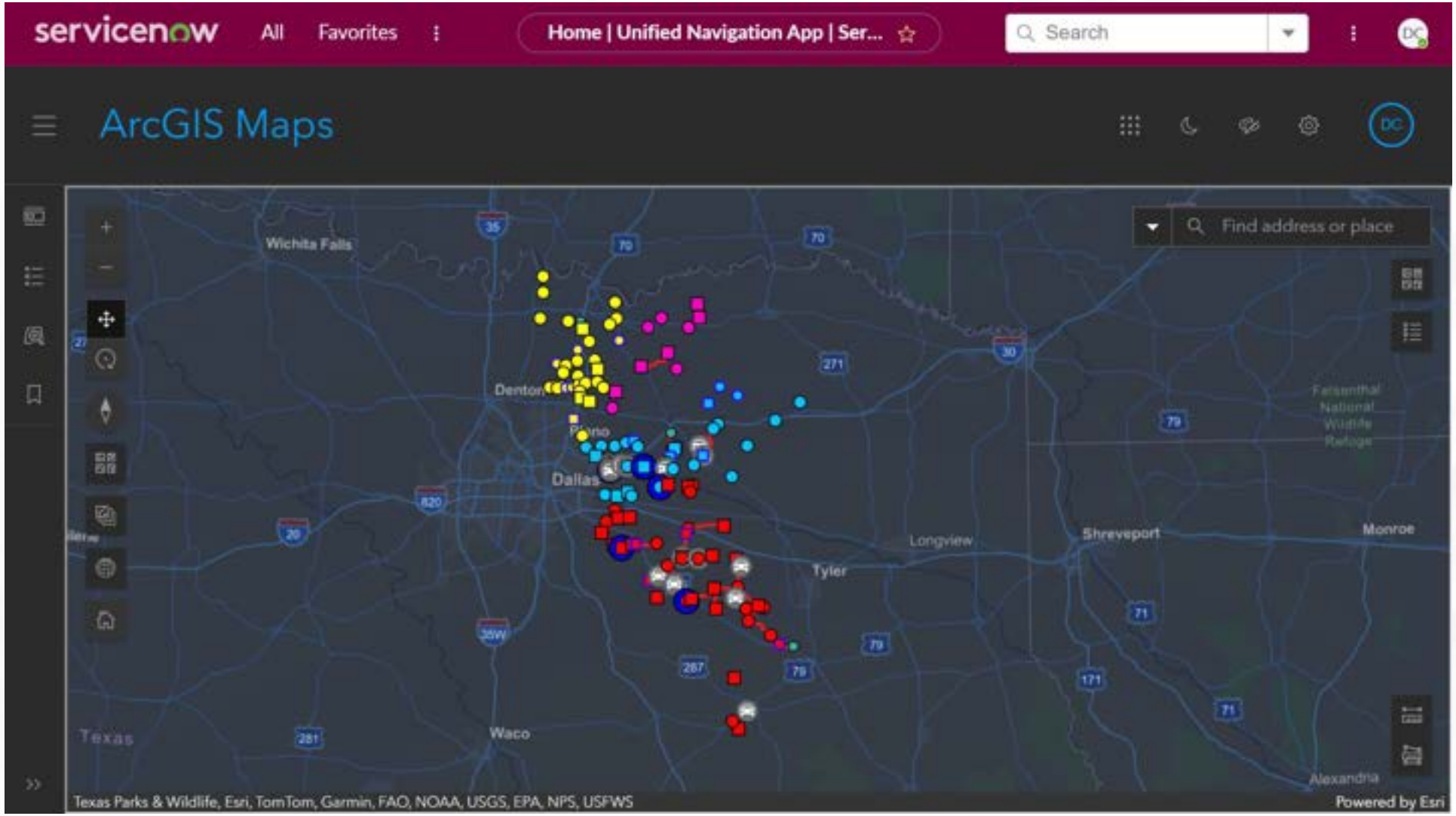
ArcGIS ServiceNow Integration

Need for a sustainable solution that easily tracks and manages Work Orders and Assets

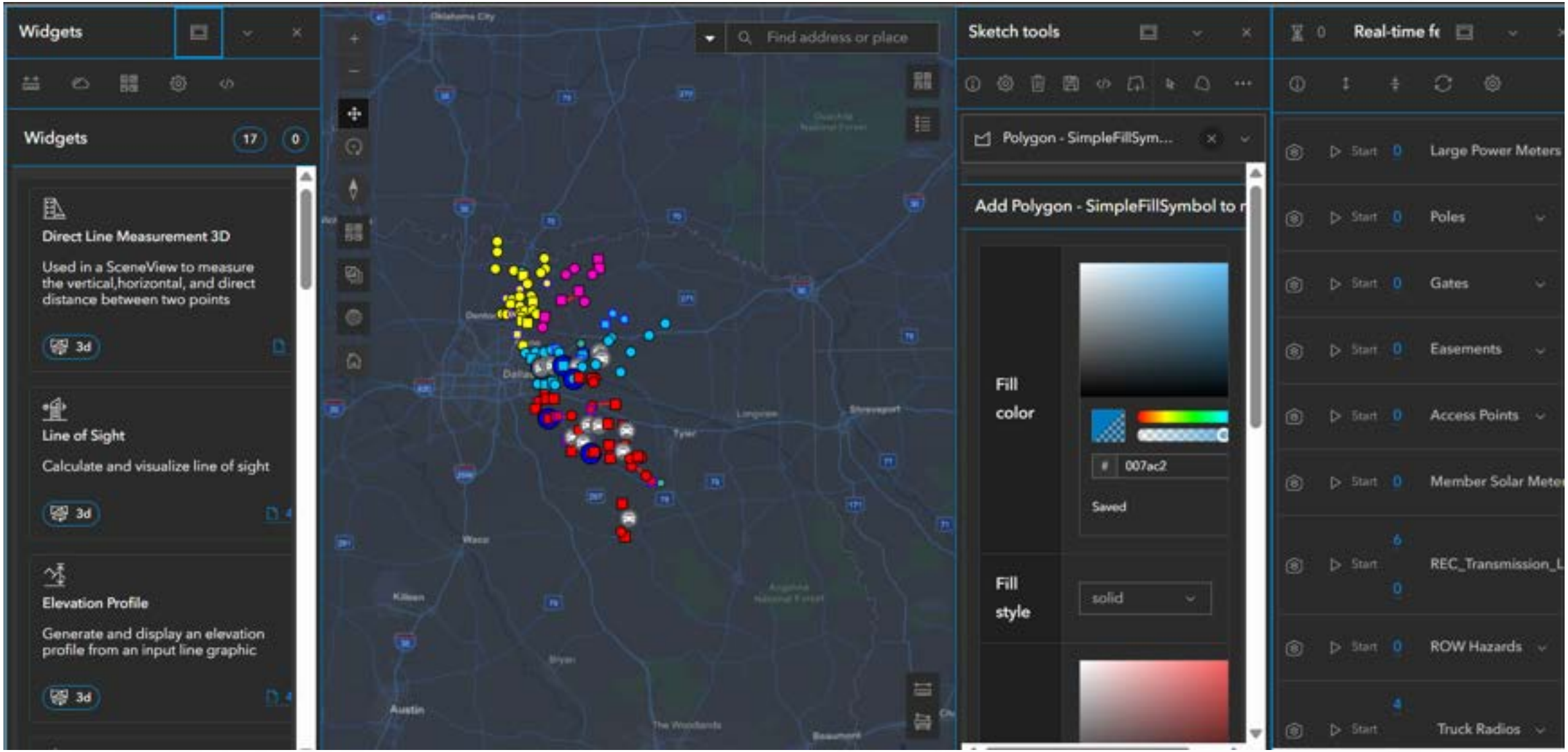
ArcGIS ServiceNow Integration

Partnering with ESRI and their New ServiceNow ArcGIS Integration

Built Right into ServiceNow



Customizability via Tools and Javascript



Future Integration

- **Pass Information between ServiceNow and ArcGIS**
- **Mobile App and Dashboards**

Thank You

Questions?

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