

Alberta One-Call offers Enhanced Ticket Services to Members

Screen, Evaluate and Forward Locate Requests Automatically

Alberta, Canada – July 20, 2020 Alberta One-Call Corporation announced today that it is now offering an Enhanced Ticket Service to its members. In a partnership with PelicanCorp, this service helps reduce time and costs associated with responding to incoming requests for locates. Incoming locate requests are screened, evaluated, and forwarded automatically. Based on rules the member can customize, additional information can be added – maps, onsite meeting requirements, anything the member wants to pass on as a response – and directed to internal or external parties.

“Offering this enhanced ticket service to our members is just another step in our goal to find efficiencies, increase communication, and decrease costs for our members,” said Mike Sullivan, President, Alberta One-Call Corporation.

Alberta One-Call has always looked for ways to improve its services to members. Their recent partnerships with other Canadian one-call centers, their leadership in CCGA, and their efforts to drive tickets to the web have had positive impacts on the damage prevention industry.

“We are very excited to work with Alberta One-Call to provide this leading technology,” said Thomas Young, Vice President of Sales for North America, PelicanCorp. “This enhanced process can automatically screen locate requests and warn of excavations around critical infrastructure. This is a benefit for members who want or need to communicate more information before excavation takes place.”

Enhanced Ticket Service includes:

- Screening of tickets based on priority or risk.
- Respond with maps, plans, or instructions.
- Warn of the presence of critical infrastructure long before the physical locate is done. Conversely, alert concerned internal stakeholders of proposed work near critical infrastructure.
- Advise of special conditions (environmentally sensitive areas, special permit requirements, areas of cultural and historical significance, archaeological sites, etc.).

For more information please visit <http://albertaonecall.com/members/enhanced-membership/>

About Alberta One-Call

Alberta One-Call is a private, not-for-profit corporation providing a communications service between people who intend to disturb the ground in Alberta and the utility operators who register their buried facilities (Members of Alberta One-Call). The largest and longest serving one-call service in Canada, with over 700 registered member companies, Alberta One-Call transmits close to two million notifications of excavations out to those members each year.

About PelicanCorp

PelicanCorp is the Global Leader in Damage Prevention Solutions built specifically for the protection of essential infrastructure. PelicanCorp connects people, applications, and devices through a unified platform to help industry professionals manage risk and build quality projects—safely, on time, and

within budget. PelicanCorp has a diversified business model built on 40 years of experience protecting billions of dollars of global assets. PelicanCorp is headquartered in Melbourne, Australia, with offices and operations around the globe. Learn more at www.PelicanCorp.com or follow [PelicanCorp on LinkedIn](#).

Media Contact:

Denny Michael

PelicanCorp

marketing@pelicancorp.com