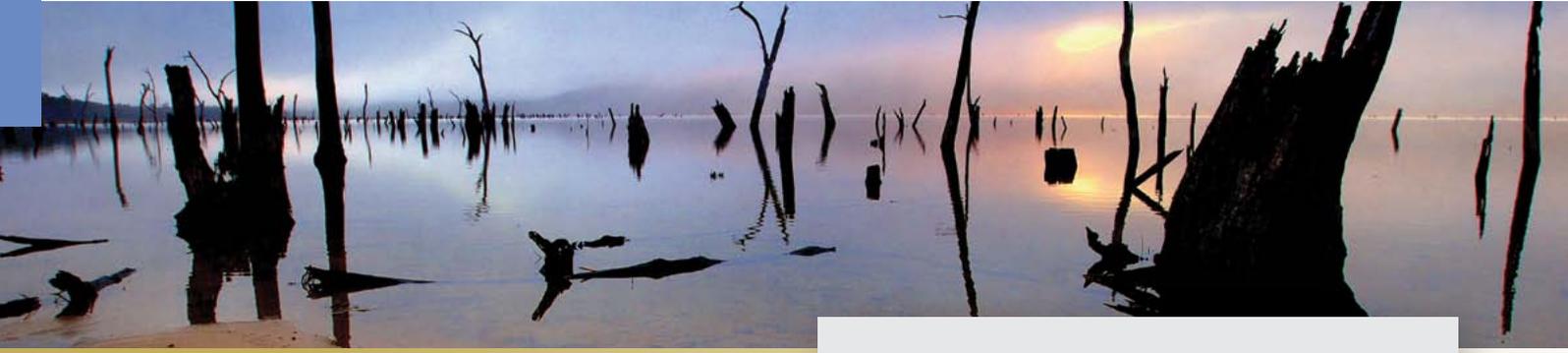# Case study
GWMWater

The Challenge

With the completion of the new $688 million Wimmera Mallee Pipeline in 2010, GWMWater had to change the way it serviced its customers and managed some of the Grampians bulk water supply reservoirs and other in-stream assets.

The efficiencies gained through the construction of the new pipeline meant the organisation could change its business model and look at potential new revenue streams that could be achieved through water trading. However, operating in a highly regulated environment with many reporting requirements to internal and external stakeholders posed additional challenges.

GWMWater needed to rebuild its entire planning and reporting framework to streamline operations, give it a clearer picture of its current standing and help it ascertain its future priorities.

The Solution

GWMWater was already using TechnologyOne Financials, Human Resource & Payroll and Property & Rating and, in 2008, came onboard with TechnologyOne Corporate Performance Management (CPM), which consists of Business Intelligence, Performance Planning and Enterprise Budgeting.

In June 2011, GWMWater became the pilot site for TechnologyOne Publisher, the final element to the CPM solution, which was implemented to help it streamline reporting and execute new five-year strategic plans.

The Outcome

By enabling GWMWater to define its strategic goals and outcomes, and measure and manage performance against them, the CPM solution has given the organisation the insight it needs to achieve its organisational goals and focus on growth and innovation.

GWMWater at a glance

70,000 customers

13 municipalities

services **62,000** km² equating to **30%** of Victoria

GWMWater provides water services to 70,000 customers across 13 municipalities in the Grampians-Wimmera-Mallee region, which represents 62,000 square kilometres or about 30 per cent of Victoria.

The innovative water corporation's vision is to provide sustainable water for regional growth and vibrant communities.

Solution

TechnologyOne Financials, TechnologyOne Human Resource & Payroll, TechnologyOne Property & Rating, TechnologyOne Corporate Performance Management and TechnologyOne Publisher.

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> "With the continuing and rapid changes in technology and legislation, we are confident TechnologyOne's support will help us stay at the top of our game." Sally Marshall, Manager, Finance Planning and Pricing

Information key to organisational growth

The introduction of the Wimmera Mallee Pipeline opened up a myriad of new markets and revenue streams for GWMWater.

GWMWater Manager, Finance Planning and Pricing, Sally Marshall, said a new system was crucial to embrace the new opportunities presented to the organisation.

"TechnologyOne's software gave us the ability to integrate with our existing systems and streamline business processes and workflows, plus it has saved time lost from paperwork and duplicate data entry," Ms Marshall said.

"Enterprise Budgeting helps us capture all the data we need for our water business plans. It is linked to Performance Planning, allowing us to work on our five-year water plan, which is a huge undertaking and will incorporate opportunities created by the new pipelines. With Publisher, we'll be able to easily report on these plans."

TechnologyOne's solution has also helped GWMWater integrate with the Department of Sustainability and Environment's Victorian Water Register system with the Extract, Transform and Load module. This allows GWMWater to exchange information efficiently with the government department, such as change of ownership and water consumption details.

Ms Marshall said a key factor in choosing TechnologyOne was the company's investment in research and development, giving the assurance products will constantly evolve.

Reporting made easy

TechnologyOne's CPM solution supports GWMWater's stringent reporting requirements, which caters to many different stakeholders that request information in different formats. By converging all information into a central system, rather than updating Microsoft® Word documents manually, Ms Marshall said the organisation had been able to effectively automate general reports through Publisher, which decreased manual error and saved a considerable amount of time while improving reconciliation.

Publisher has also helped GWMWater build templates for its time-consuming quarterly reporting to two different federal government departments.

Keeping ahead of the game

With the introduction of the carbon tax in 2012, Ms Marshall said TechnologyOne's CPM solution has placed the organisation at an advantage.

"For the last 12 months all our carbon accounting has been done with TechnologyOne software. The quality of data is very high and what we are now reporting financially accurately mirrors the level of emissions we are generating, providing us with the information to make more strategic business decisions," Ms Marshall said.

By using TechnologyOne Financials and Business Intelligence dashboards, GWMWater has been able to gain detailed snapshots of individual operations and sites. From this, the water corporation can produce accurate budgets and gain insight into where cost savings can be made.

"With the continuing and rapid changes in technology and legislation, we are confident TechnologyOne's support will help us stay at the top of our game," Ms Marshall concluded.

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