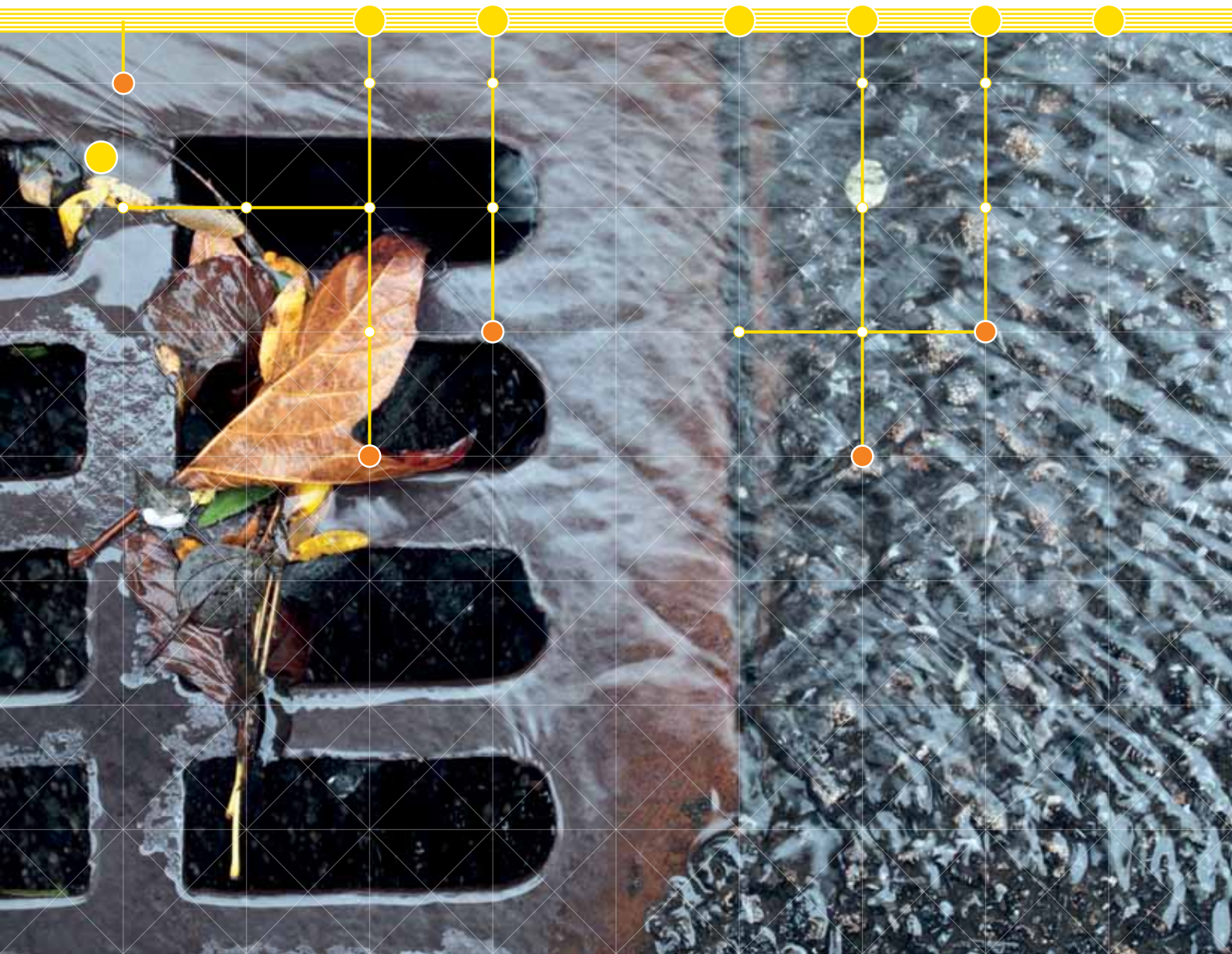
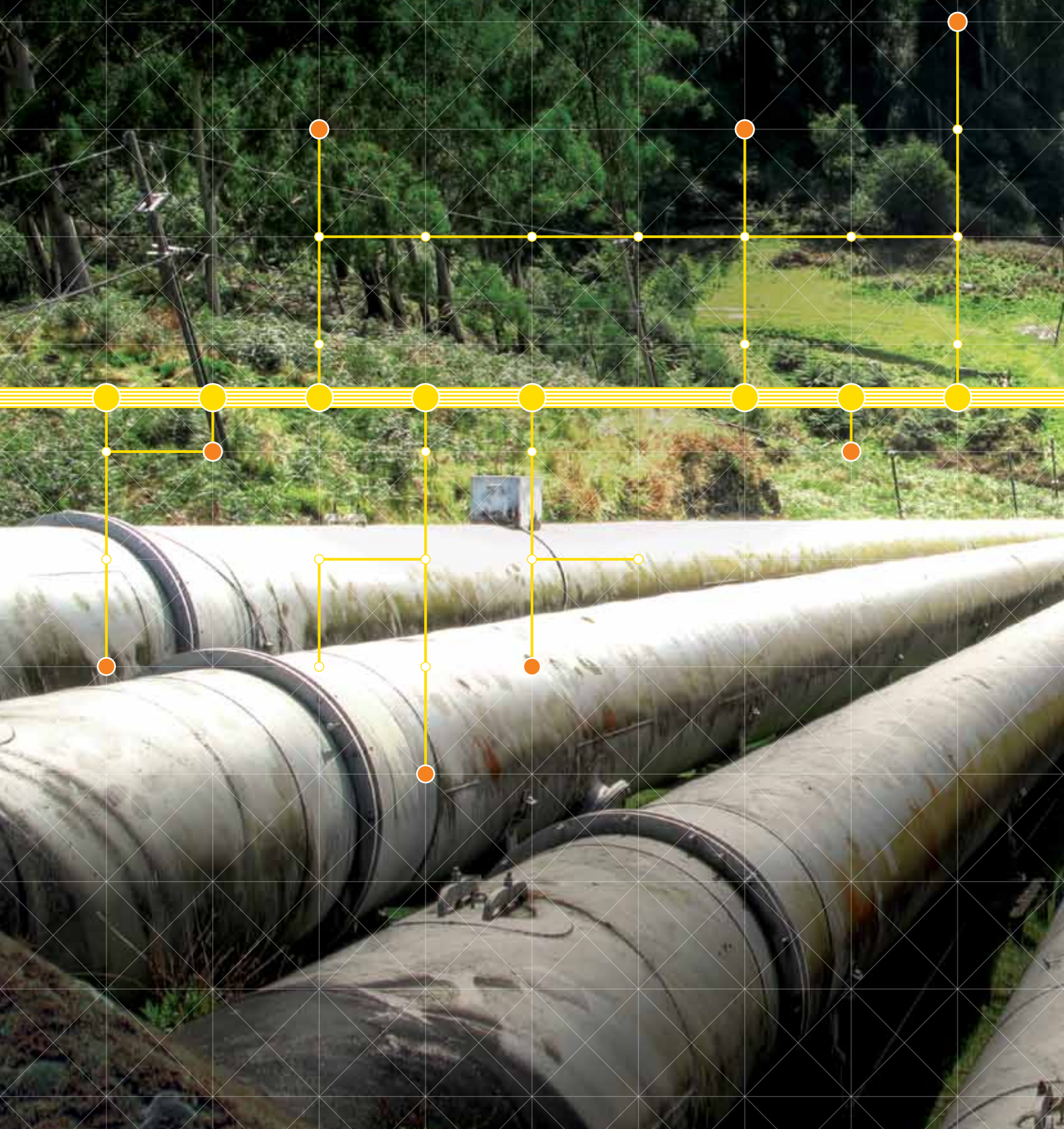


# OneWater

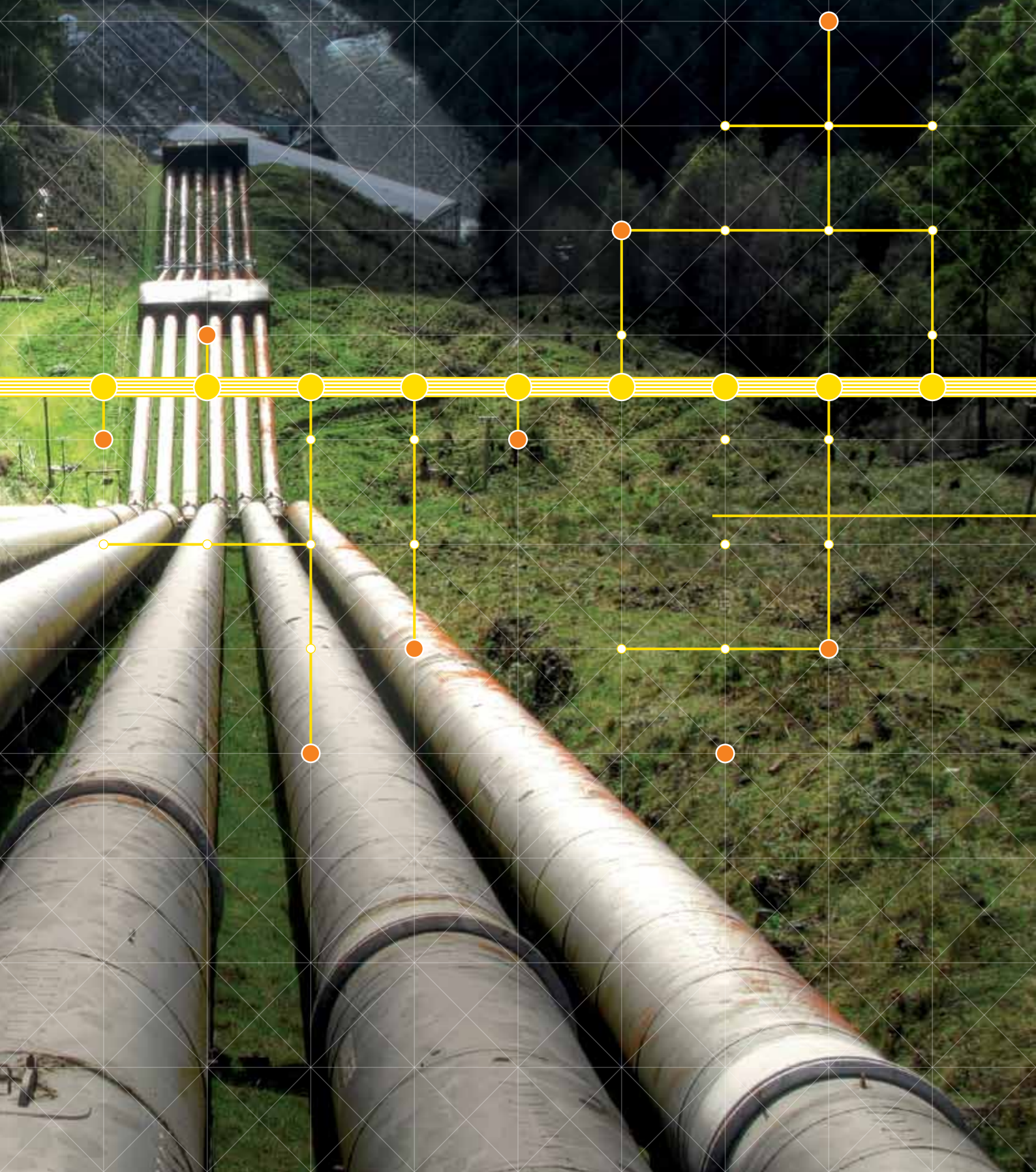
Many challenges. One clear solution.



One thing is for certain – senior managers need increasingly responsive and better-integrated information systems to meet the challenges facing today's water sector.



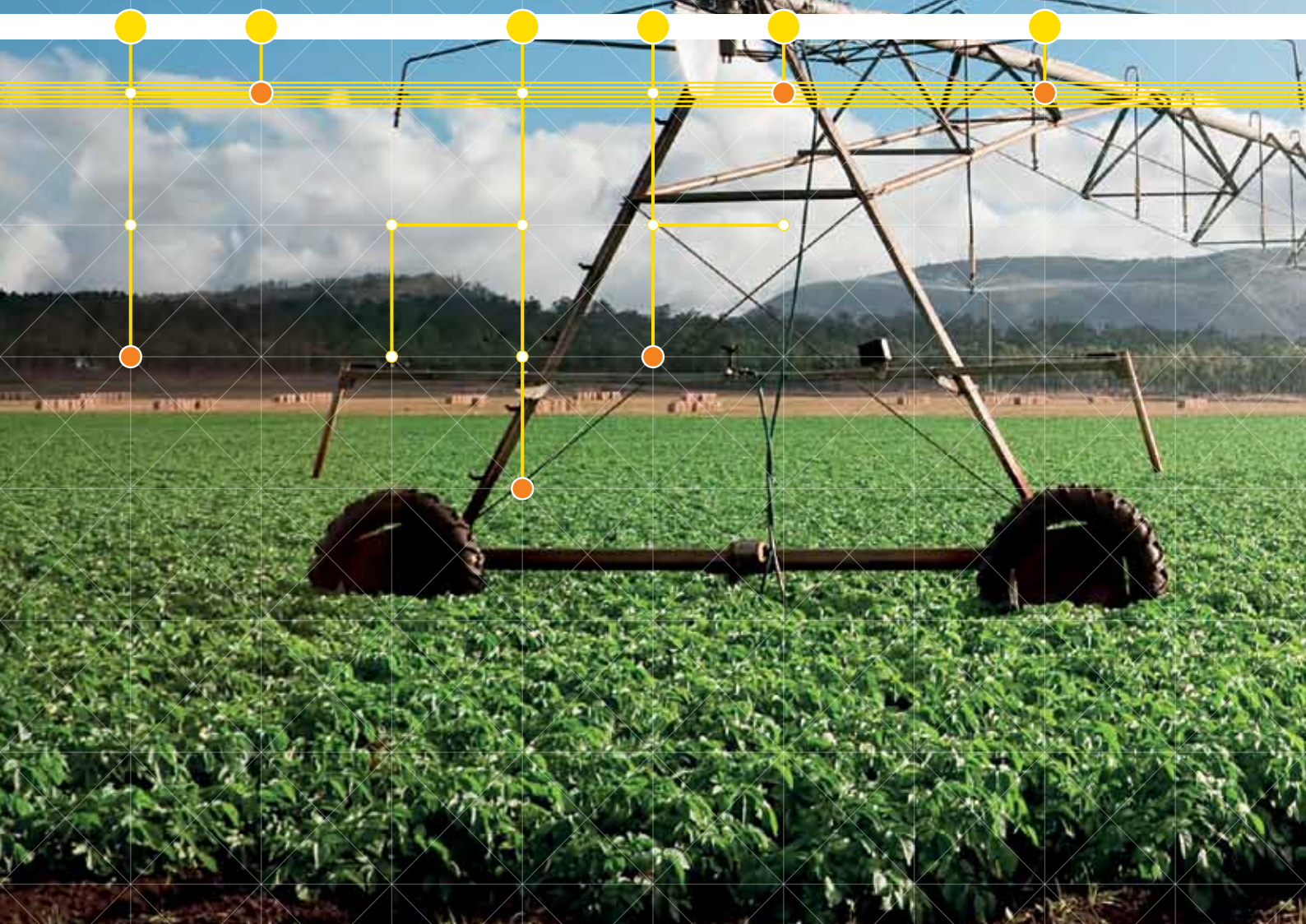
TechnologyOne's **OneWater** solution is an enterprise software solution that supports operational processes and is based on extensive knowledge of the industry gained through collaborative partnerships with many of the leading water organisations.



Irrigation demands, climate change, population growth, aging infrastructure, a greying workforce, new treatment methods, pricing, catchment protection, and government regulation and reporting – the challenges facing the water sector create a complex range of variables.

Many challenges...

# One clear solution



For forward-thinking water organisations, there are always opportunities to gain efficiencies with newer, more efficient systems and infrastructure, a new generation of water technologies and sources, and sophisticated advancements such as smart metering.

TechnologyOne's **OneWater** solution supports the business processes that surround the operational challenges of water catchment, treatment, storage and supply. It optimises the response to the complex challenges of water security, asset management and planning, stakeholder engagement, workforce planning, customer management, and revenue collection.

Our deeply **integrated** solution ensures organisational software systems interact and share data for maximum efficiency, delivering organisation-wide business intelligence.

The benefits touch every area of your organisation and offer the flexibility to meet regulatory and market changes and emerging trends.

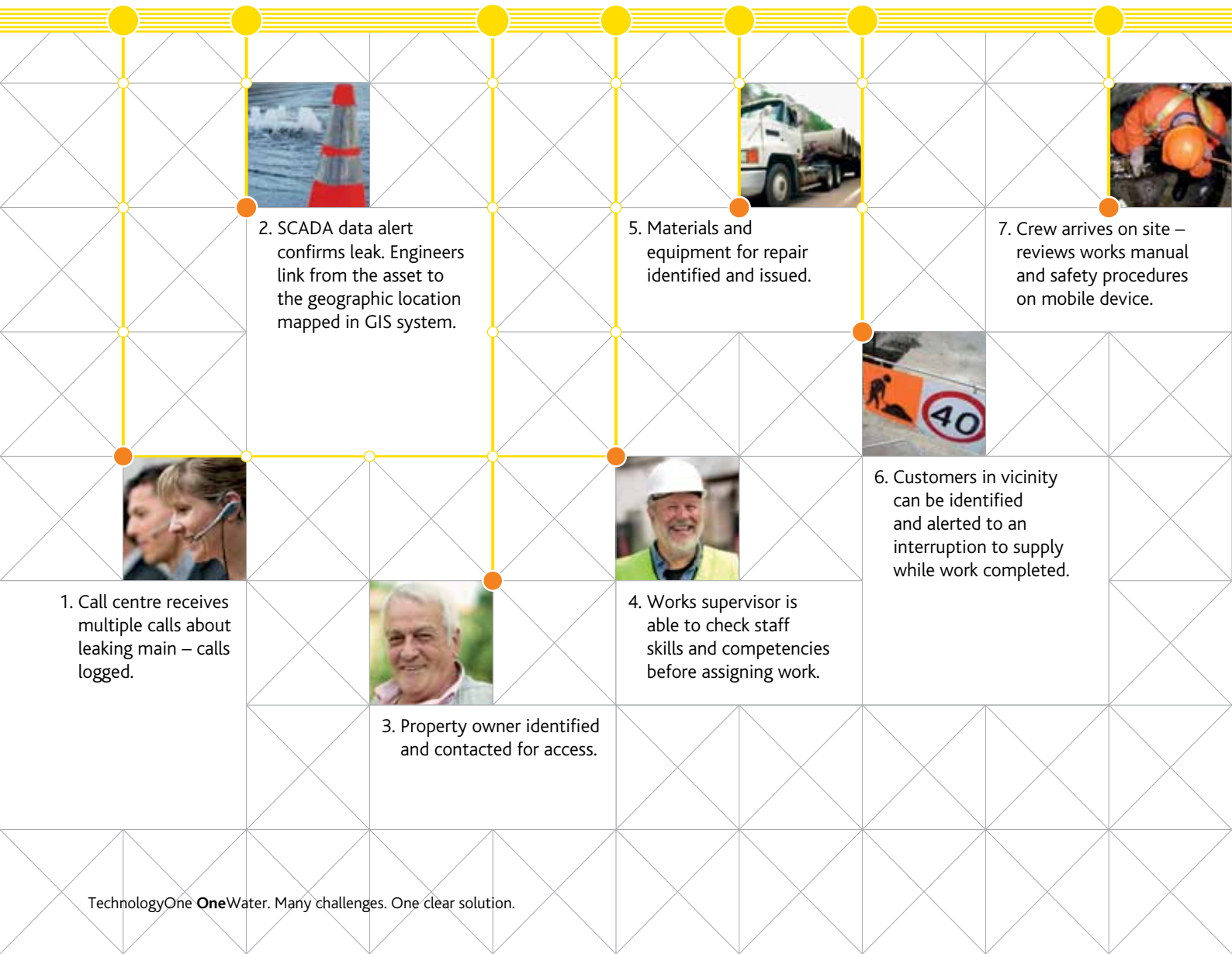
**OneWater** enables you to:

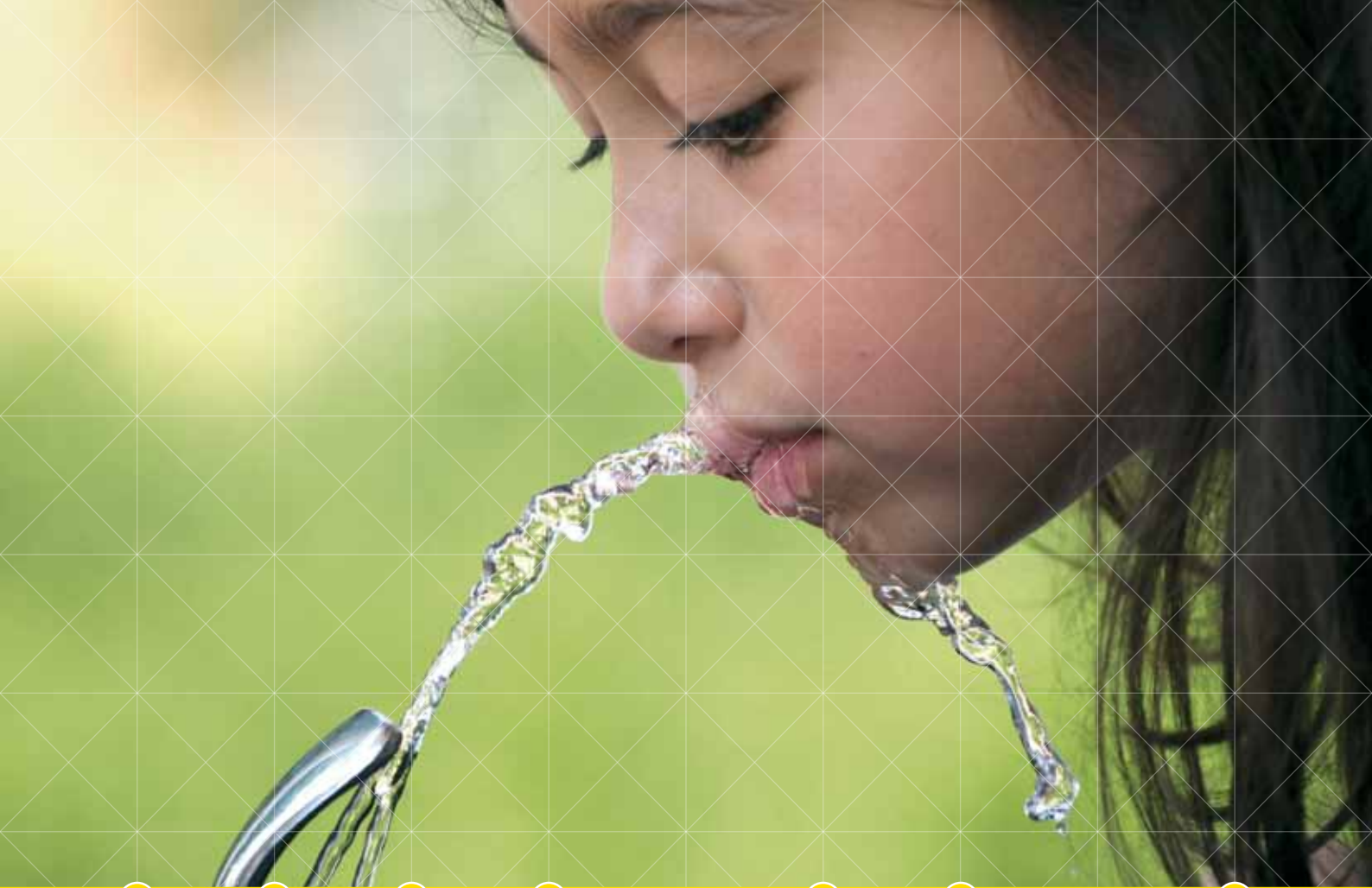
- ✓ **Optimise** asset management planning and improve asset reliability performance
- ✓ **Improve** financial management, supply chain management and contract management processes
- ✓ **Streamline** works and project management for maximum efficiency
- ✓ **Integrate** billing and customer information systems
- ✓ **Manage** community engagements and customer relationships as integrated processes
- ✓ **Integrate** with other key water systems such as SCADA, smart metering, and GIS
- ✓ **Enhance** staff management, certification, training, succession planning and recruitment processes
- ✓ **Identify** and manage risk
- ✓ **Streamline** reporting, budgeting and forecasting
- ✓ **Respond** easily and flexibly to changes in the external environment

The **OneWater** solution underpins the business operations of water organisations and integrates information from many operational systems. This supports thousands of transactions every day. Asset management is just one important area optimised by this integrated approach to water management.

Hundreds of daily demands...

# One integrated solution





8. Works complete and checked – time and materials logged via mobile device. A meter reading is done and the water bill adjusted.



9. Replacement stock is automatically replenished.



10. Back at HQ, operations manager reviews total cost of job and compares with similar projects. Identifies recurring problem with specific aging component.



11. CEO reviews dashboard showing real-time organisational metrics. Headcount static – 14% of workforce due to retire over next 24 months – drill down to further detail.



12. Call centre manager receives an online alert that work is complete and resolved. Closes call.



13. Board meets to review the five year asset management plan informed by information from asset performance and works activities over the past two years.

With all this knowledge, efficiency and unity within the organisation you can keep doing what you do best...provide water security to your customers.

OneWater is a proven practice solution that delivers measurable value and major cost savings for the water sector by streamlining and integrating business processes around assets, customers, workforce and corporate requirements.

One integrated solution for

# Multiple business processes

## Assets

### **Asset management**

OneWater's totally integrated asset management, works, property, fleet, project management and budgeting functions give comprehensive whole-of-organisation control and business intelligence capabilities.

### **Asset monitoring, maintenance and replacement**

With reactive maintenance costing up to three times more than proactive maintenance, significant cost savings can be achieved with optimum asset management processes.

Quality real-time information enables regular and reactive maintenance schedules to be optimised delivering a clearer understanding of asset lifecycles and replacement schedules.

### **Works management**

Manage the whole lifecycle of works projects: from registering the work to collating information for budgeting. Integration

with mobile devices enables field workers to record work completed and time and stock information, which then creates the job cost data for further analysis. In addition, the stock is automatically replenished and the information captured at the mobile device can be used to update payroll.

### **Project management**

From major asset replacement projects to regular upgrade initiatives, integrated project management ensures managers have a clear view of progress and all variables. With integration to the procurement function, all costs, deliveries and payments can be monitored and controlled, and workforce needs can be managed in conjunction with works management and HR functions.

## Stakeholders

### **Customer service**

Exceptional customer service is supported by staff and customers being able to record and access information quickly and consistently. Automated prompts customised to the water sector enable staff to quickly address customer needs and focus on solving the more complex issues in the call centre.

### **Integrated metering and billing**

One consistent application delivers analysis of your financial, people, asset and customer records in real time. In addition our eWater functionality enables customers and other stakeholders to submit requests, review their account, and make payments online.

### **Marketing and communications**

Positive and consistent brand awareness activities help organisations differentiate themselves in the market. The OneWater solution delivers

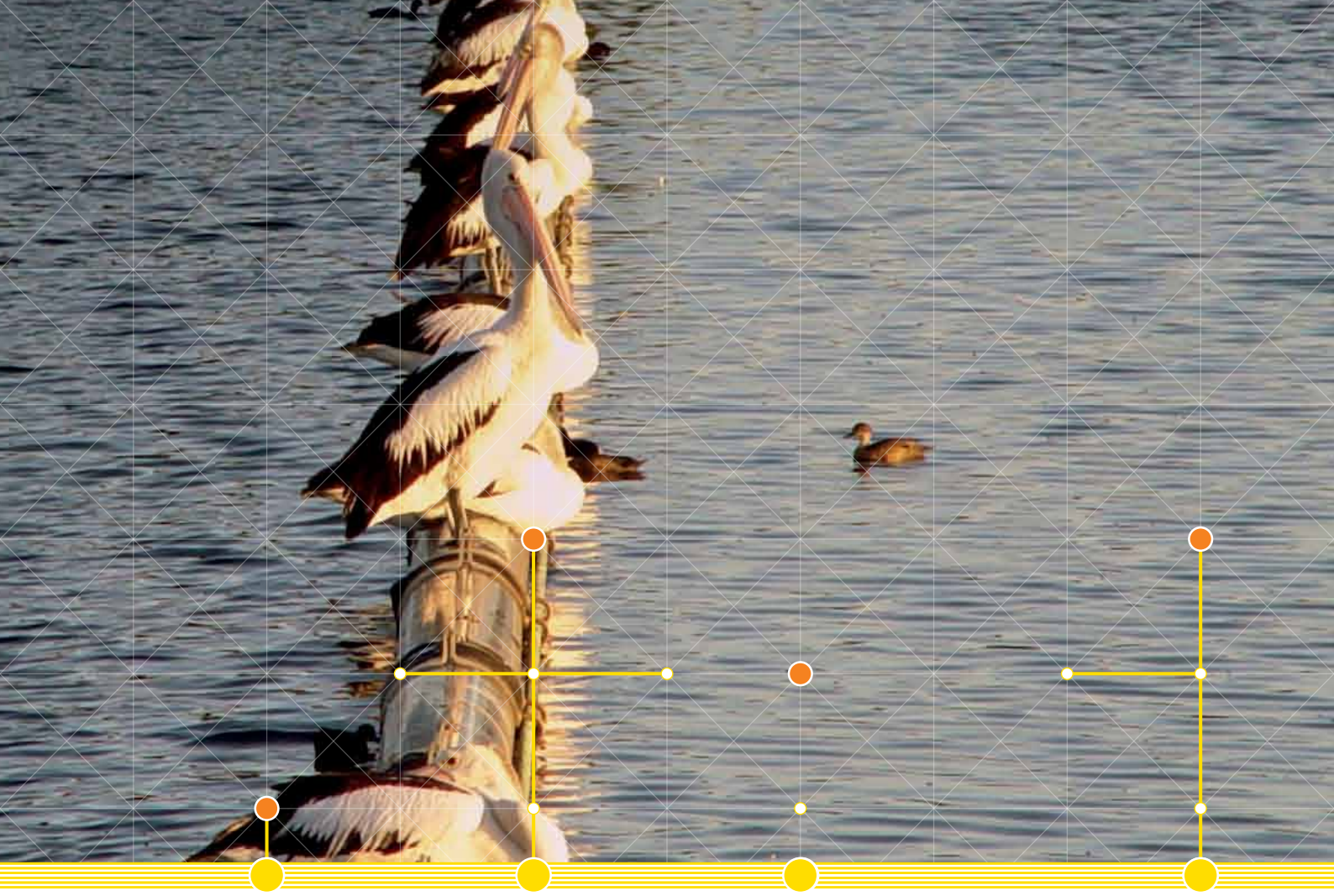
sophisticated functionality for communicating with all your contacts, including consumers, irrigators, property owners, community groups, media and internal stakeholders. It enables you to track, monitor and evaluate awareness-raising activities, direct mail, media activity and events.

### **Information management**

The OneWater solution offers integration of customer, asset utilisation, and KPI data, and ensures that your engineers can access asset data, your marketing people are across pricing issues, and your management are tracking and responding to overall performance measures.

### **Community engagement**

Effective community engagement ensures agreement that benefits both the organisation and the community. Whether developing new water delivery strategies, managing pricing, or undertaking capital works projects, OneWater enables all your people – from call centre to field workers and corporate – to view and manage all your stakeholder engagements.



## Workforce

### **Employee lifecycle management**

Efficient management of each critical stage of the employee lifecycle is driven by integrated, real-time systems and information. For example, personnel records linked to project timesheets, or employee qualifications linked to project requirements, enable headcount and workforce utilisation rates to be monitored, and self-service capabilities offer staff an efficient means to enter timesheets, change personal details, apply for leave and register for training.

### **Workforce planning**

The aging workforce and skills shortages make workforce planning and succession planning crucial for organisational viability. **OneWater** delivers greater understanding of workforce demographics, retention and attrition patterns, and allows monitoring of recruitment activities.

### **Training and performance monitoring**

Linking training and development activity to projects is often about managing organisational risk, for example, ensuring workers are up to date in their confined space training accreditation. In addition, personal performance targets can be integrated with organisational KPIs, budgetary or production targets, and can be easily monitored.

### **Workplace health and safety**

Safety of staff and community members is a major priority and the ability to integrate safety requirements into organisational procedures is vital. With simplified monitoring and reporting of incidents you gain a clearer understanding of risk factors and how to best manage them.

## Corporate

### **Financial and supply chain management**

**OneWater's** integration with operational systems delivers comprehensive, real-time tracking of income and expenditure, as well as intuitive budgeting tools, meaningful reporting and alerts. Strategic decision making is enhanced with the ability to control and optimise procurement activities through fully integrated supply chain management capabilities.

### **Forecasting and planning**

**OneWater's** business intelligence and performance planning capabilities deliver a real-time view of organisation-wide trends, opportunities and challenges. Information is presented through customisable dashboards, providing immediate drill-down to contributory factors and a clear picture of the past and present, which can inform alternative strategies, and help you to align resources, projects and services with strategic or operational plans.

### **Governance and reporting**

Good corporate governance is driven by integration of information that provides transparency, reduces organisational risk, clarifies organisational objectives, and helps to optimise performance. When an organisation can easily track, measure and report on its progress against KPIs and other metrics, information can be turned into insight.

### **Comprehensive, organisation-wide efficiency**

**OneWater** simplifies both everyday tasks and complex business decisions. No more siloed information or duplication of data. TechnologyOne's **OneWater** solution delivers real-time control of cash flow and budgets, better people management capabilities, and improved asset management and capital works programs. Above all, comprehensive insights allow optimum strategies for cost efficiencies, asset and works optimisation, and sustainability.

OneWater is backed by TechnologyOne's continuing research, sector specialists, robust software platforms and commitment to water industry partnerships. As developers, suppliers, implementers and supporters, we offer a smoother, better-informed implementation experience, giving you maximum control of time and budget.

One proven

# Practice solution

OneWater is a proven practice solution with a core configuration specific to the sector, including a preconfigured chart of accounts, suite of reports, KPI dashboards and BI analysis tools specific to the capital works, asset, financial, and human resource management requirements of your sector. With much of the thinking about how to configure the solution to your organisational requirements already done, you get a faster, less costly and lower-risk implementation, and greater certainty about your deliverables.

Your organisation too can benefit from processes that have been proven at similar organisations, which promote common practices and true resource sharing.

#### One partnership

When you invest in a TechnologyOne solution you benefit from a direct relationship with us every step of the way and we call this *The Power of One*. We do not sell our products through resellers, nor do we use third party organisations to implement our solutions. We develop, implement and support our own fully

integrated enterprise solutions and are therefore always accountable to our customers.

A TechnologyOne solution delivers *One* committed partnership. *One* point of contact for all your questions. *One* consistent interface for all your business tools and *one* supplier of consistently excellent technology and service. That's our guarantee, *The Power of One*.

#### The benefits of continuing evolution

Our Evolve technology strategy is our commitment to the ongoing improvement of our

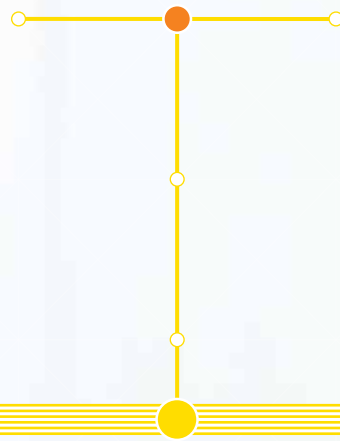
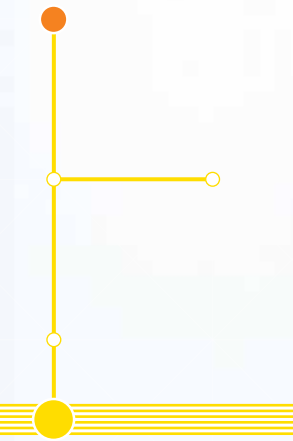
products through partnership with our customers, a strong commitment to R&D and an evolutionary approach to all our solutions.

'Evolve' delivers a seamless and straight forward upgrade path that keeps pace with the changing business environment by offering optional upgrades at twelve-monthly intervals. Our upgrades are easy to install and provide new features, functions and the latest technology. Best of all, there are no additional licence costs.

Rather than customise software for specific customers, often additional functionality is

technolog

TechnologyOne's proven practice **OneWater** solution comes based on more than 20 years of expertise and experience in the water sector.



applied uniformly at our R&D labs. This ensures all customers benefit from product improvements and that no one is left stranded with a non-standard version of our software.

**Leading the way for more than 20 years**

TechnologyOne is a leading enterprise software solutions provider. For more than 20 years we have been providing deeply integrated software solutions for utilities, business, government, financial services, health and community, and education sectors.

Tens of thousands of people each day use our world class solutions, which we develop, implement and support. Our enterprise-wide solution suite is based on leading-edge technology and is backed up by a substantial R&D program. Our consulting teams provide world-class services and this provides our customers with a long-term, secure and valuable partnership. TechnologyOne employs more than 750 people and has offices in each State and Territory of Australia, as well as New Zealand, Asia and the United Kingdom.



TechnologyOne

One call to integrate it all.

Talk to us now and discover how our **OneWater** solution can transform your organisational capabilities, improve asset reliability, enhance stakeholder management, and significantly reduce organisational costs.

We can even help you to prepare the business case that proves the ongoing worth of your investment.

The TechnologyOne team looks forward to your call.  
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