

# Spotlight

# Network Trace

Use Network Trace to manage assets spatially.

## East Gippsland Water uses Network Trace to make more informed decisions about water service management.

Water authorities are facing increasing expectation from both customers and the community to contain costs, without compromising on service quality. This is forcing them to think about more efficient ways to manage their assets and communicate with their customers.

East Gippsland Water (EGW) in Victoria is no different. Covering about 14 per cent of the state of Victoria, and providing water and wastewater services to 25,000 properties, EGW was looking for ways to work smarter when it came to delivering services to its community of over 42,000 people.

EGW had a GIS system that was out of date and wasn't viable to upgrade, so it went out to market to find a replacement that would provide staff with the right data at the right time.

EGW now uses TechnologyOne's IntraMaps spatial functionality, Network Trace, to manage its water and sewer network visually to gain a clearer picture of the impact of work being performed on the services.

"We needed a solution that enabled our teams to manage

assets spatially in the field," said Information and Technology Manager from East Gippsland Water, Iain McDougall.

"It's imperative to our business that our field crews can accurately assess the impact of, for example, turning off a valve in an emergency and visualising the effect of this immediately before making any decisions," Mr McDougall said.

Systems Support and Work Scheduler, Steven Mowat adds, "If there is a sewer leak, field staff need to be able to quickly and confidently know what pump needs to be turned off in order to minimise customer interruption, and manage potential impacts on the environment."

### Automating network trace

Previously mapping service connections was a manual task for EGW. It was time consuming, relied on only a few people to perform the analysis and was open to human error. Network Trace provides EGW with a more robust decision support tool.

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“Our field teams can now perform the analysis whenever they need to, without relying on someone from the office. It is now a repeatable process because we’ve automated it; our old way was manual and not easily repeatable,” Mr McDougall said.

“Our field teams can make better judgment calls using Network Trace about issues that impact our customers, rather than ad hoc decision making.” Mr Mowat said

#### **Managing proactive maintenance spatially**

EGW also uses Network Trace to manage proactive maintenance and the associated reporting requirements. Connected water mains can be highlighted on a map, as well as the properties associated to those water mains. When performing proactive maintenance, field staff can quickly and accurately ensure the affected customers are notified of the outage.

Previously, EGW staff had to manually select the affected properties and one by one send out correspondence to customers.

“Network Trace means we can keep our stakeholders, whether it be customers or the relevant authorities, informed of service outages with ease. That’s important to us from a reporting and compliance perspective, as well as service delivery standards,” Mr McDougall added.

#### **The future: Improving asset data quality and partnering for success**

“Network Trace is only the start of how we can better utilise asset data. This project has been a catalyst for us to look at the quality of information we have on our assets and ensure we are continually improving it to help us make better decisions for the future.

“We can see application of this functionality outside of water, and into other areas such as roads, stormwater and works planning.

“We’ve worked in partnership with the spatial team at TechnologyOne who have been very helpful, listened to our feedback and engaged well with our team to ensure the project was a success. As an early adopter of Ci Anywhere, we look forward to continuing to push the boundaries and proactively innovate with TechnologyOne.”

*Network Trace is a module of TechnologyOne IntraMaps, a web based enterprise GIS viewing application, providing access to decision making spatial data on any connected device.*

*TechnologyOne’s spatial solutions are part of the enterprise software suite and enable any geographic information to be easily visualised and analysed. It provides spatial context to many business processes across an organisation including those around property, planning and development, physical infrastructure and operational work management.*

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