IFS Solutions for Water Supply & Treatment

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Trends and Challenges: Water Supply & Treatment

We all rely on clean, reliable domestic water supply, and the industrial requirement is huge, but managing and investing in the supply network, the complex treatment plants and the relationship with the consumer are challenging operations under pressure from multiple directions.

Regulatory pressure

The water industry is recognized as being in the top 5 global risk sectors in terms of the impact for society, whether involved in supply or treatment and waste–massive infrastructure investment is needed to meet increasingly demanding environmental, societal and compliance regulations, at the same time as managing the existing assets and reducing costs.

Consumer expectations & responsibility

Consumers expect utility companies to maintain a constant and clean supply, and address any reported faults fast and with minimal disruption. Water providers are also increasingly being held responsible for influencing consumer behavior and education, as well as investing in biodiversity around their storage and reservoir facilities.

New connections and new opportunities

The number of new connections and the speed of work completed is a key measure regulators use to assess utilities' performance. In addition, opportunities to supply businesses represents new markets for traditionally consumer focused organizations. Water supply and treatment organizations are looking to digital transformation to ensure they can not only meet these challenges but improve efficiency and competitiveness, regulatory compliance and service levels.

> " Water is at the core of UN SDG 6: Clean Water and Sanitation for all. In the context of an increasingly thirsty world, water utilities are playing a key role in ensuring safe, reliable and sustainable water supply and sanitation services; however, many of them are not ready to tackle the challenges they have ahead.

https://blogs.worldbank.org/water/Utility-of-the-Future-Program
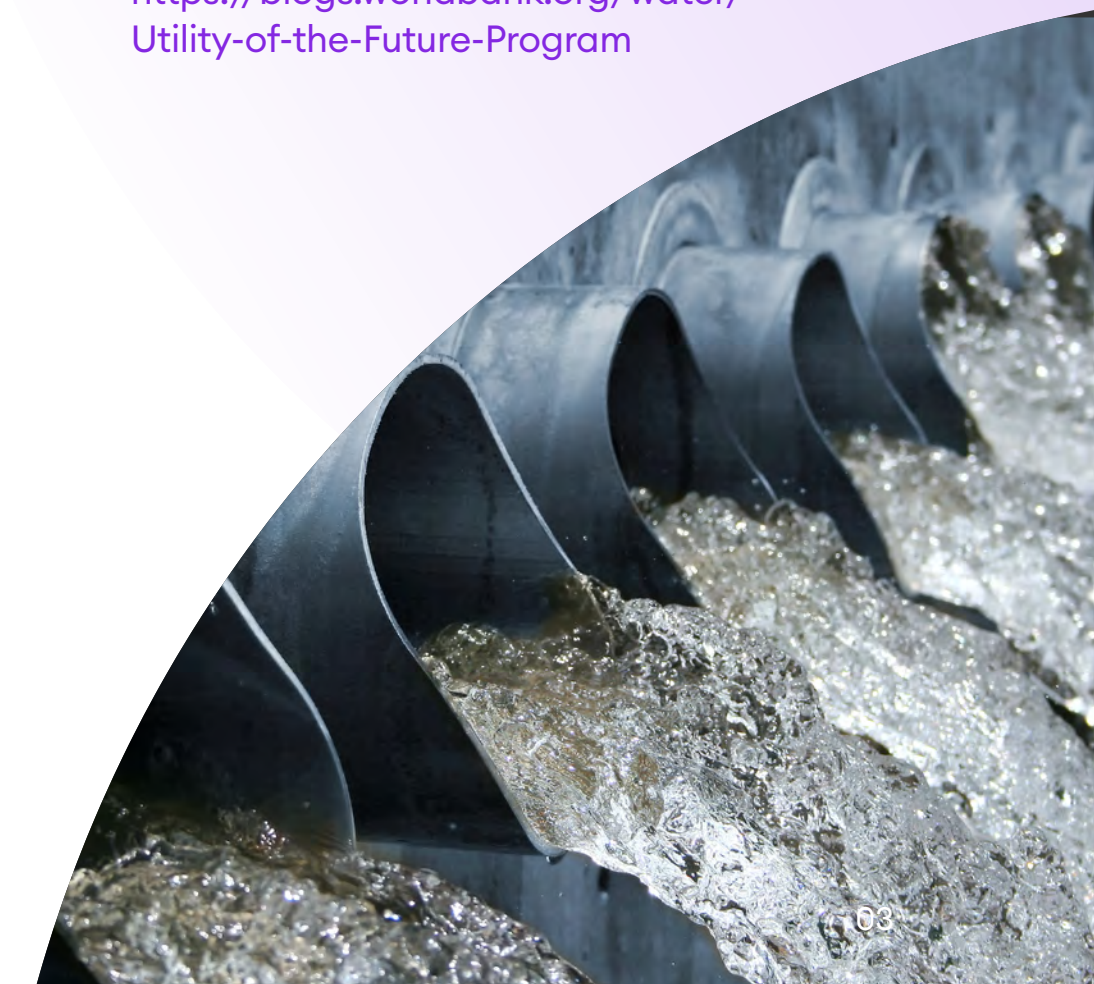
Digital Transformation

Implement a digital transformation strategy to drive customer and business value from key market trends.

Increase network and asset reliability and performance

Water utilities are increasingly capturing data on the condition and performance of their above and below ground assets. The opportunity to use this to drive operational efficiency, increase asset uptime and proactively prevent leaks is huge. But where does this data go? Is it available to all the teams that will be involved with project? Across excavation and survey, repair work and making good–including the stages conducted by sub-contractors?

Digital innovation

Emerging technologies such as big data, IoT, augmented reality, digital twins, present new opportunities to optimize water supply & treatment operations, connect with customers and achieve total network and business visibility. The benefits and value of these technologies must be embraced and that will require an enterprise solution with an open API framework and the composable architecture that allows organizations to evolve and grow.

Customer engagement/service

To engage the customer in today's digital world means creating a single, unified experience across every channel they choose to use to connect with you. From calls and email to chat and social messaging, delivering seamless service has never been more complex. The IFS Cloud solution enables businesses to deliver a faster, smarter service whatever the contact channel. Combining an omni-channel contact center with CRM in a single, configurable, desktop, support staff are empowered to deliver rapid service however complex the request.

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IFS Solutions: Water Supply & Treatment

One application spanning

- Project Management
- Asset Management
- Field Service and Customer Engagement

IFS delivers the full range of functionality required to support the key business processes conducted by water supply & treatment organizations.

A common user interface across the entire suite minimizes training overhead and increases time to value, while also ensuring that critical information is available immediately, at all levels of the organization—from field technician to compliance manager to leadership.

BUSINESS PROCESSES

DESIGN	>	SUPPLY & INSTALL	>	CONSTRUCT	>	OPERATE & MAINTAIN	>	REFURBISH	>	DECOMISSION

APPLICATION SOLUTIONS

OPERATIONAL INTELLIGENCE

FINANCIALS

General Ledger
Sales Ledger
Purchase Ledger
Cash Flow
Fixed Assets
Budget Management
Cost Control
Consolidated Accounts

PROJECT LIFECYCLE MANAGEMENT

Project Planning
Project Templates
Estimating
WBS/CBS
Resource Planning
Resource Allocation
Workflow & Action Lists
MSP Integration

Budgeting & Forecasting
Cost Control
Time & Expenses
Procurement
Material Planning
Progress
Document Deliverables
Primavera Integration

ASSET MANAGEMENT

Asset Data Management
Compatible Unit/Asset Design
Linear Assets & GIS Integration
Cond/ Risk Based Maint.
Corrective Maintenance
FMECA / RCM

Scheduling & Resource Allocation
Permits & Isolation Management
Time & Attendance
Mobile Working
Tools & Facilities
B2B Supplier Collaboration

Health, Safety & Incident Management	Strategic Long Term Asset Planning	Document Management	Quality Management
DCS/SCADA/Leakage System Integration	Human Resources & Payroll	Asset Hire/Rental	Sub Contract Management
Supply Chain & Fuel Management	Network Management Optimization	BIM/CAD	CRM, CIS, Consumer Billing Integration

Analyst Recognition

These software solutions from IFS have been independently recognized as a leader by a number of respected analyst firms across our ERP, EAM and FSM offerings.

Field Service Management

Your ability to serve the customer depends on treatment plants, linear assets and visits to customer sites, ranging from dispatching an engineer to locate a suspected leak to meter install in a customer's home.

IFS is the only vendor that has the full end-to-end field service capabilities necessary to manage the complex and challenging use cases typical in water supply & treatment with world-class scheduling technology delivering real-time optimization for high volume volatile service.

Benefits for your business

- Improve problem diagnosis through remote 'merged reality' triage and accurate field data.

- Deep mobile workforce management capabilities integrated with GIS/CIS and other utility specific solutions.

- Optimize planned site visits, emergencies and customer appointments. Manage all associated requirements such as parts, tools, equipment, site access and crew skills.

- Proactive customer communications of complete job and technician status.

- Increase first time fix with customer and asset history available to the field resource.

- Assure customers with clarity of follow-on activity through workflow automation initiated in the field.

Benefits for your users

- Fully scalable and configurable to suit utility workflows.

- Mobile GIS delivering real-time access to reliable and current map and asset information—even when working off line.

- Solutions empowered to deliver excellence.

- Role based real-time dashboards for decision support & performance management.

- Merged reality for remote expert support.

- Easy-to-use and learn (no training).

- Increase productivity (more jobs, less admin).

Actual customer outcomes with IFS field service management

20% Increase in equipment uptime

33% Improvement in technician productivity

35% Reduction in drive time

Customer Engagement AI-Driven Software

For today's water companies, business success or failure is increasingly determined by their performance against customer experience targets. These measures of customer satisfaction dictate penalties, bonus payments and new contract awards. So what influences the customer's perception of your service? It's governed by how you engage with your customers, be that via the contact centre or the self-service options you offer. Do you deliver immediate consistent answers whether your customer contacts you on email, chat, messaging, web portals or the phone? Do your agents have to navigate multiple systems to resolve a single complex request? Do your agents go the extra mile to offer additional advice and support? How simple is it for customer to gain self-service whatever their request?

IFS provides AI-driven customer engagement solutions which transform customer experience and boost productivity in your customer service teams. Machine learning automates many of your customer interactions and delivers relevant knowledge and data direct to the agent desktop so they can seamlessly resolve even the most complex request.

Benefits for your business

- Modernize your contact centre with voice, email, chat messaging and social media delivered by a single omni-channel platform.

- Advanced self-service capability including voice self-service, digital self-service, chatbots and portals.

- 50% reduction in average handing time with a unified agent desktop simplifying data from multiple back office systems.

- Proactive customer communications of complete job and technician status.

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Enterprise Asset Management

IFS offers comprehensive functionality to support your entire asset lifecycle.

Whether you are planning and designing your asset or network, operating and maintaining it over its productive lifecycle, executing a refit or decommissioning, IFS provides a single version of the truth to help you maximize value over the asset lifecycle.

As part of the complete enterprise suite or as a standalone enterprise asset management solution, IFS offers water utilities the freedom to implement as much supporting functionality as you need to meet your asset management and other organizational requirements while improving reliability and lifecycle management.

Supporting functionality includes document management, maintenance inventory, contract management, document management, engineering, and finance.

IFS gives you all you need to maximize the productivity of your assets.

Solution highlights

- Investment Planning

- Lifecycle Management

- Performance Management

- Preventative Maintenance

- Linear Asset Functionality

- Embedded Geographic Information System (GIS)

- Integrated Health & Safety

- Workforce Management

Project Management

Projects in the water industry are complex–with multiple stakeholder divisions from within the utility contributing, often including sub-contractor workforces, as well as regulators and local government agencies. But often those charged with managing complex project lifecycles are forced to use separate software products to manage different stages of the project–tendering, commercial, estimating, engineering, procurement, manufacturing & fabrication, planning, cost control, construction, installation and commissioning.

IFS offers enterprise project management software capabilities that unite these steps in a single integrated process, pulling data on real-time activities directly into a project plan.

This delivers real control and visibility, enabling real-time control over cost, cash, time, resources and risk.

We offer a true project-based solution–in essence, an enterprise solution built around project management principles rather than repetitive processes.

Solution highlights

- Engineering and Design (PDM, BIM & CAD Integration, Document Control, Time and Progress Tracking)

- Construction and Installation (Work Packages, Sub Contract Management, Equipment Rental)

- Project Planning (Gantt, MS Project and Primavera Integration)

- Project Management (Progress and Earned Value, Project Cost Forecasting, Resource Planning)

- Supports your Digital Asset Lifecycle Journey (BIM, Robotics, Digital Twins, IoT, AI)

Enterprise Resource Planning

A project, asset and service centric solution

IFS provides a complete Enterprise Resource Planning software solution that includes deep project, asset and service management functionality. This means you can increase the efficiency of your entire organization by streamlining your core processes and deliver a clear and accurate picture of performance at all levels.

Delivering a single solution that meets the functional depth of best of breed specialists in asset management and field service, in a single software platform including core enterprise processes like supply chain management, financials and human capital management, means IFS is best placed to deliver real value to the water supply and treatment industry.

- IFS is unique in that we give you full end-to-end connected capabilities in asset management and enterprise project management so you can confidently ramp up new and expanded services and ensure reliability going forward.

- Advanced asset management with preventive, planned and break/fix maintenance including linear assets through an Esri integration.

- Streamlined, templated tools for managing new infrastructure projects.

- Powerful tools for health, safety and environment (HSE) compliance, including risk and incident management.

- Integrated supply chain management, human capital management and finance.

- Customer Relationship Management embedded.

- Consistent user experience throughout process flows and across device types.

- Available on premise or in the cloud; on a perpetual license or through subscription.

About IFS

IFS develops and delivers cloud enterprise software for companies around the world who manufacture and distribute goods, build and maintain assets, and manage service-focused operations.

Within our single platform, our industry specific products are innately connected to a single data model and use embedded digital innovation so that our customers can be their best when it really matters to their customers—at the Moment of Service.

The industry expertise of our people and of our growing ecosystem, together with a commitment to deliver value at every single step, has made IFS a recognized leader and the most recommended supplier in our sector.

Our team of 4,000 employees every day live our values of agility, trustworthiness and collaboration in how we support our 10,000+ customers. Learn more about how our enterprise software solutions can help your business today at **ifs.com**.

#MomentOfService

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