Case Study:

Greater Western Water - Transformation Project

The purpose of the project is to replace Great Western Water's Billing and Collections systems with a modern, fit-for-purpose, out-of-the-box solution, to allow the organization to better serve our customers and bring operational efficiencies

Client

Greater Western Water - Melbourne

Challenge

Western Water and City West Water joined to form a new

water service provider, Greater Western Water. With the announced integration of CWW with Western Water to form Greater Western Water (GWW), they are now the leading metropolitan water corporation in Melbourne responsible for providing water, trade waste and sewerage services to

Melbourne's CBD, inner and western suburbs

1. Send 2.5 million bills per year
2. Read 1.8 million meters per year
3. Serve 446 residential customers
4. Service 5624 small to medium businesses and 2221 Industrial customers

Our Work

The new solution is expected to replace CWW's heavily customised system with a modern "fit for purpose platform, with the announced integration of CWW with Western Water to form Greater Western Water (GWW), the proposed solution is intended to meet the requirements of the newly formed organisation.

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- Great Western Water's (GWW's) current Billing and Collection system (Gentrack) is end of life
- Gentrack was originally implemented in 1996 and its last upgrade was in 2006 converting UniData to Oracle format
- Gentrack was designated for replacement by the third release of the Arrow Program
- Release 3 was not approved and the replacement of this system is now overdue.

Despite some investment and improvements (eg. customer portal was implemented in 2019) Gentrack remains:

- same underlying system which is difficult to maintain no longer addresses GWW's needs

The Outcome

This initiative is "Transformational" in nature rather than a standard system replacement/upgrade.

- a new way of managing our customers

- an expanded range of capabilities available to the organisation

- a more efficient and effective platform that meets the changing needs of our growing customer base

- a new paradigm – particularly as CWW transforms into GWW with the integration of WW