

Project Case Study Summary - Strategic Management & Monitoring Solution for a Regional Water Utility

△ **Subject Organisation**

Central Highland Region Water Authority, Victoria, Australia. www.chw.net.au

△ **Organisation Contacts**

Neil Brennan, CEO; and Mark Davis, Strategic Business Manager.

△ **Critical Issue**

Inconsistent data flow, handling and integrity from data capture to point of incorporation into corporate knowledge instruments, reports, and decision support applications.

△ **Problem**

The existing Information Systems infrastructure relied on hard copy; each department created its own manually entered records based on an individual business perspective, and stored them in filing cabinets. Information was stored, retrieved and manipulated in silos with little, if any, cross-enterprise sharing or cross-checking. Checking data back to a source was impracticable, virtually impossible. Retrieving information to create the monthly statutory reports was a laborious, error-prone exercise. Management had low confidence in the information they received. Information from different departments was non-aligned; information from a common dataset was sometimes incoherent. There was little data security or access control.

△ **Project Objective**

Central Highlands Region Water Authority wanted to develop and implement a standard, cross-enterprise, platform to enable the business to monitor KPIs and to integrate performance management, project management and the business reporting environment aligned with its core business processes.

△ **Solution**

After analysing a range of options available from multinational vendors, CHRWA chose PulseSuite® a Strategic Performance Management and Monitoring Solution platform from Primed Online, (see www.primedonline.com) a Melbourne, Australia based developer of Strategic Business Solutions.

△ **Results**

The production of statutory and Board reports is now fully automated from the PulseSuite® Server with data captured from source. Information retrieval for report production is seamless, compliance is clearly demonstrable, and the business process is efficient. The data is accurate, coherent and reliable, and the knowledge base has secure access controls.

CHRWA now has a full understanding of the linkages and interdependencies between strategies in its strategic plans. This provides critical support to decision making through a performance management process model which defines, quantifies, measures and monitors the key leading and lagging indicators which drive CHRWA's business.

△ **More Information**

For further information please contact Chris Blackman at ASVP Consulting; Tel +61 3 9846 3853 e-mail chris_blackman@asvpconsulting.com

For a copy of the full case study, visit either ASVP Consulting or Primed Online websites: www.asvpconsulting.com/cases.htm or www.primedonline.com/news.asp