

Success under the San Diego Sun

Water district needs spur vendor integration.

Fifty years ago, California planted a seed in southeastern San Diego County: the state legislature entitled Otay Municipal Water District to import water to the dry, cactus-terrain region. What has sprung since is a flourishing water district that serves the water and sewer needs of people in a 129-square mile area near San Diego and 5,000 businesses and homes in the Jamacha Drainage Basin. As the organization has grown, so have its needs, and subsequently, its tools for success. Two years ago, Otay Water District decided to expand its asset and maintenance management software and replace its financial management system.

Otay selected DCSE (www.dcse.com), EDEN (www.edensystems.com), and GBA Master Series, Inc., (gbaMS.com) and asked them to produce an integrated comprehensive financial management and asset management system for the water district.

EDEN offers a powerful financial product, and gbaMS delivers work order management software. The vendors offer complimentary products that serve the same markets. DCSE had the means to bring the data together with its focus on Web-based information and collaboration application with a GIS.

EDEN wanted to partner with gbaMS because of its off-the-shelf approach to software, its reputation as a CMMS vendor, and the EDEN/gbaMS commitment to integrating products. gbaMS is also an attractive vendor because the company is an authorized ESRI® Business Partner (www.esri.com), providing GIS solutions through *GBA GIS Master*®, extensions to ESRI's ArcGIS software. Otay brought DCSE into the group after the water district saw what the consulting firm had to offer.

Otay's system was based on applications it had created internally, and the water district wanted to shift to an enterprise information technology sys-

tem comprised of integrated commercial-off-the-shelf products. This would allow Otay to choose software that fit the specific needs of different groups.

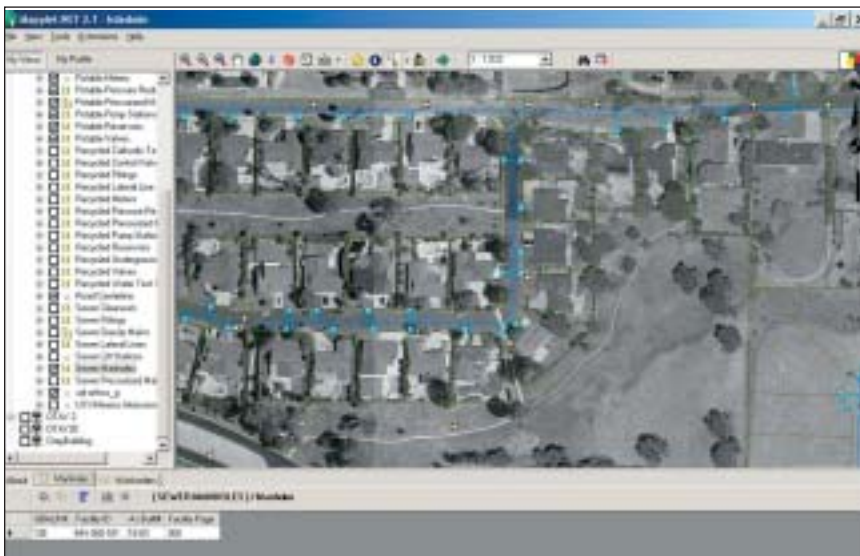
Otay senior systems analyst Theresa Nakatani said that the water district made this decision to save time and money. "We didn't want to continue with in-house programming, because we wanted all future updating to be done by the vendors," Nakatani said.

Integrating the products would reduce redundant data entry into multiple systems. The project required three major initiatives: EDEN integration, DCSE Mapplet.NET inclusion, and Citrix Systems, Inc. (www.citrix.com) deployment.

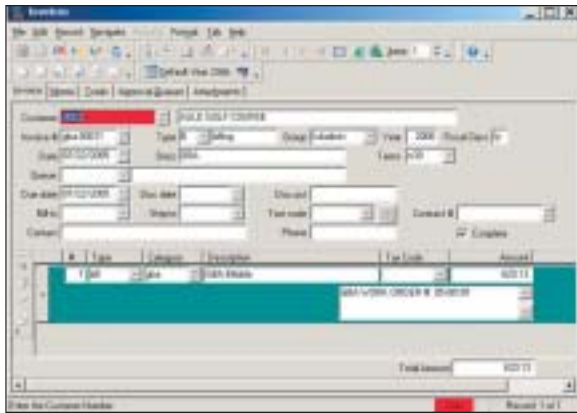
Fruitful Software and Services

Otay's integration with EDEN allowed the water district to use employee information from Human Resources in *GBA Master Series* solution suite, use inventory data from the EDEN inventory system in the solution suite, use fixed asset information from EDEN Fixed Assets module in the solution suite, and use resource entries on solution suite work orders as timesheet entries in EDEN for payroll purposes. All of these enhancements eliminated the need for redundant data entry into two different systems.

The EDEN integration also let Otay use customer information in EDEN Utility Billing in gbaMS. Since Utility Billing is tied to revenue, the data updates regularly providing a current data set in *GBA Master Series* solutions suite. Finally, the EDEN integration allowed Otay to use resource entries on the solutions suite's work orders to charge to EDEN Project Accounting. This allowed granular, detailed informa-



Mapplet.NET provides users with an electronic atlas. Here the sewer manhole system is highlighted.



The Otay Municipal Water District system generates invoice, memo, totals, approval queues, and attachment information as well.

tion to be collected at the work order level in the solutions suite and then compiled into a more general project account at the financial level.

For more integration and GIS services, Otay turned to DCSE. DCSE provided a means to integrate the data spatially. Using web technology to its fullest, Otay adopted DCSE's Mapplet.NET, an ArcIMS and .NET web-based application, to integrate Otay's GIS with *GBA Master Series* and EDEN software.

Mapplet.NET integrates data from many different sources using GIS. For example, it allows Otay to view financial data and asset management data through the same interface. Mapplet.NET provides them with an electronic atlas on which they can see everything. The integration of Mapplet.NET with GBA's solutions suite lead to development of a new product, *GBA GIS Viewer™ for Web*, which optimizes the number of individuals who can simultaneously view and display geo-referenced infrastructure and facilities data. The web viewer, built on DCSE's Mapplet.NET technology, provides an ideal solution for agencies to take advantage of enterprise GIS in their organization.

The work the three companies have done on the integration side helped Otay as a whole. Basically, different groups at Otay that have different functions are now able to coordinate with one another. For example, the asset management and maintenance group focuses on a day-to-day basis to keep processes running smoothly, while the GIS group focuses on maintaining a

current GIS database. Now, those groups do not have to worry about how to translate data from one department to another. This integration has given all the different groups a solution when it comes to using their data.

Nakatani said that the reduced redundant data entry that the integration provided was a valuable benefit to Otay. "Since the information automatically updates, it will save us a significant amount of time not having to reenter data," Nakatani said. "We also have more accurate data because we don't have two people entering different data and worrying which is correct if there's a discrepancy."

Branching Out

Beyond the EDEN integration, Otay deployed a Citrix server to allow the distribution of client- and server-based applications through a web browser from a single work station. This reduced IT management and maintenance, since the application was only installed once. For added speed, the water district

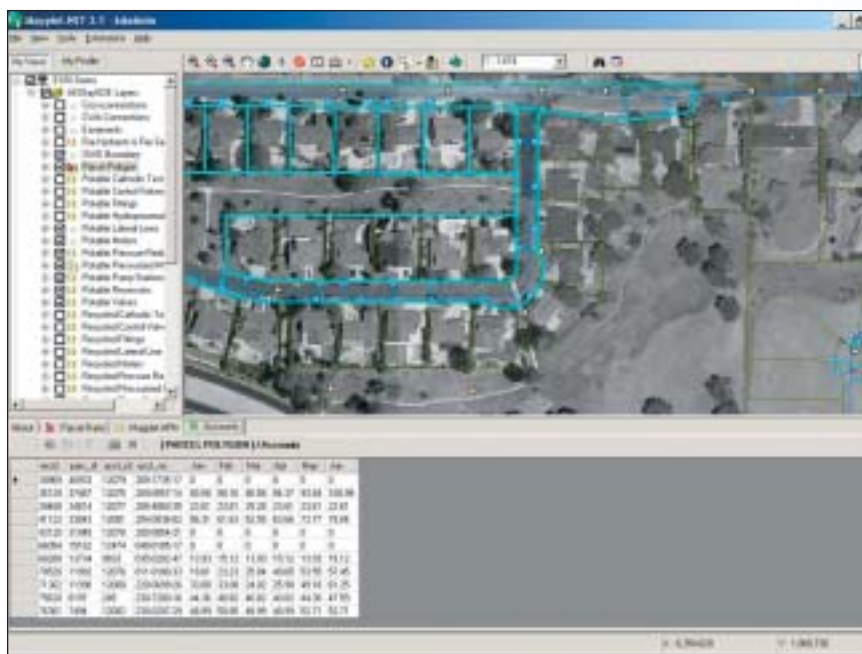
upgraded the Citrix Server hardware running the servers.

With the integration and deployment complete, Otay went live with the new projects at the end of September 2005 and made good progress. Otay is pleased with the planned integration, and the water district is looking forward to making future enhancements.

Today and Tomorrow

Nakatani reports that the EDEN integration, Mapplet.NET projects, and Citrix deployment went nicely. "The projects are doing great," Nakatani said. "The software has worked well, and everyone has been very friendly. The gbaMS technical support has been extremely responsive, especially during the time that we were trying to go live. We're very happy with the outcome of the functionality of the software and the support that gbaMS has provided."

Now that the projects are up and running, Otay has set its eyes to other areas that might benefit from the *GBA Master Series* software suite, DCSE's services, and EDEN's software. "We will have future enhancements that we will be looking for, and we'll submit those to the companies as we see them," Nakatani said. GE



Mapplet.NET delivers parcel polygon data. Among the other views available are disconnections, easements, hydrants, cathodic test sites, etc.