> With Objective, we are able to **reduce the cost of document retrieval and reproduction** by ensuring all documentation is securely stored in a single repository.
>
> **Mr Trevor Little,** Manager - Customer Accounts & Administrative Services

ORGANISATION
Barwon Water Corporation

INDUSTRY
Energy & Infrastructure

USERS
480

SOLUTION
Objective ECM

BENEFITS AT A GLANCE
- Improved operational efficiency
- QA compliancey
- Reduced risk of litigation
- Streamlined and improved core business processes
- Improved business information workflows
- Transparent capture of information into corporate record

Barwon Water Corporation

Barwon Region Water Corporation (Barwon Water) is Victoria's largest regional urban water corporation. Like all utilities, they operate in one of the most demanding industries in the economy where access to accurate, timely and secure information is critical to their performance and survival.

They need to meet a plethora of demands and be accountable to their customers, but also to the government, the general public and the environment.

Barwon Water provides world standard water and sewerage services to more than 275,000 permanent residents over 8,100 square kilometres. They are a major employer in the region employing 360 operational, engineering, strategic planning, financial and administrative specialists. Barwon Water enhances the community's quality of life providing sustainable water, sewerage and environmental services, through innovation, technical expertise, business efficiency, excellence in customer service and commitment to the environment.

BUSINESS DRIVERS AND IMPLEMENTATION

Prior to embarking on the Electronic Content Management (ECM) project, Barwon Water had a number of legacy systems that were presenting challenges to their key business processes. Barwon Water needed a solution to secure all their corporate information and to manage their documents and records transparently and reliably from a consolidated single repository.

The corporation was faced with a number of challenges including:

- No single or common point of access to information for staff spread out over a geographically dispersed area.
- A legacy system that could not support key business processes or provide essential security for compliance to quality management requirements.
- Loss of crucial corporate memory, information assets and a dilution of common knowledge.
- A need to meet regulatory compliance standards and reduce the increasing risk of mitigation.
- Services to the community were being jeopardised as a result of unsupported key business processes.

GREAT GOVERNANCE ›››
BETTER BUSINESS

Objective

Following a comprehensive tender process, Objective was selected as the preferred supplier of an ECM solution.

Mr Trevor Little, Manager - Customer Accounts and Administrative Services, Barwon Water said: "Objective met all of the stated requirements necessary to secure our corporate information into the future.

"Most importantly, the functionality and useability of the solution is most compatible with Barwon Water staff. Content within Objective is easily accessible directly from Windows Explorer. This intuitive interface provides a familiar and comfortable environment to work in for a wide-range of users within the organisation, ranging from administrators and engineers through to project managers, board members and the CEO."

Objective and Barwon Water have forged an ongoing partnership during the extensive evaluation period and was further cemented during the implementation of the first stage of the project.

"Barwon Water and Objective project teams worked closely to ensure the complex work, such as the file classification system, was completed upfront. This provides a good basis to roll out future stages of the project in a seamless fashion."

The project team identified the following elements that contributed to successful implementation:

- A tightly managed project brief and project plan.

- Involvement with stakeholders from across the whole organisation.

- Specific working groups to ensure expectations are met.

- The right people and resourcing for the project team.

- Synergy between the project team and the business is necessary.

- The project needs to be run down to a micro level with a realistic time scales.

- User buy-in, training and support is essential. information across the organisation, and with external partners.

THE SOLUTION

Meeting legislative requirements

Barwon Water's integrated management system ensures that the corporation meets the strict requirements of the following recognised standards:

- AS/NZ ISO 9001:2000 - Quality Management System

- AS/NZ ISO 14001:2004 - Environmental Management System

- AS/NZS 4801:2001 - Occupational Health & Safety Management System

- HACCP - Hazard Analysis & Critical Control Point

- AS/NZS 4360:2004 - Risk Management System

Utility companies such as Barwon Water are required by law to take measures to minimise health and safety hazards. Objective's secure and compliant solution provides the functionality necessary to continually assist Barwon Water in ensuring it attains compliance with these standards by:

- Delivering the best customer service to residents.

- Providing a safe and healthy environment for staff and contractors.

- Protecting and enhancing the quality of water delivered to the community and

- Maintaining a commitment to minimising their environmental footprint

Objective's solution is supporting Barwon Water's integrated management system by managing all of the system's documentation, such as quality assurance manuals, procedures and audit reports.

Objective's secure lifecycle management of paper and electronic records and documents from creation through to disposal is at the core of its solution. Using the audit trail, search functions and security provided within the solution, Barwon Water can track and monitor all documentation required for audit purposes.

"To date, the auditing process for this system had utilised legacy systems and processes. Objective ensures that processes are in place to store information in a single structured repository. This will make the audit process more user-friendly as well as being a more timely and efficient process."

"The integrated management system has been combined with an intranet web page to improve useability of the system for staff. For example, if an employee wants to access an OH&S document, they can go to the intranet, perform a search and then locate where the document lives in Objective."

Information Storage, Retrieval and Security

In today's current business climate, there is a greater need for utility companies to be transparent and accountable to reduce the risk of litigation.

Barwon Water manages a high volume of significant projects that improve water supply and quality, and provide efficient sewerage services. These projects are geographically dispersed and require information to be shared between multiple people, including contractors who will only be working with the company for the length of the project.

Mr Little said: "On a large infrastructure project for example, where work is being outsourced to multiple contractors, information is frequently exchanged between different parties working on the project. For example, throughout a project, an engineer will get multiple emails about that project which they are working on. Unless they choose to print or file these correctly, these records may not be retrievable once the contractor completes the project."

Without a central repository for all project documentation ranging from emails to drawings, to OH&S reports, data can be lost, thereby creating inefficiencies and costly outcomes.

"With Objective, we are able to reduce the cost of document retrieval and reproduction by ensuring all documentation is securely stored in a single repository. It means that we can use the associated audit trails to easily search and track all information stored, whilst also maintaining security of data through the comprehensive secure model."

Streamlining business process

The impetus for embarking on this project came from an initial need to replace the property information statement workflow system. As a result of researching the market, it was concluded that an ECM solution would address Barwon Water's future document management needs whilst also meeting the workflow requirements.

Using workflows Barwon Water will manage and streamline process efficiencies relating to a range of critical business activities such as correspondence management, receipt, processing and checking of numerous applications relating to property connections and land development.

Workflows will be used to control the receipt and consequent processing of applications from solicitors and conveyancing firms for Information Statements, Special Meter Reading Certificates and Drainage Plans relating to property enquiry applications.

When applications arrive, a workflow will be initiated, all information in the system will be validated and any additional details required are extracted from other systems and a PDF report will be produced.

Using Objective to manage these processes via its workflow functionality will assist Barwon Water in minimising turnaround time, improving their response rate to applications, improve security of data and provide high levels of Improving operational efficiency
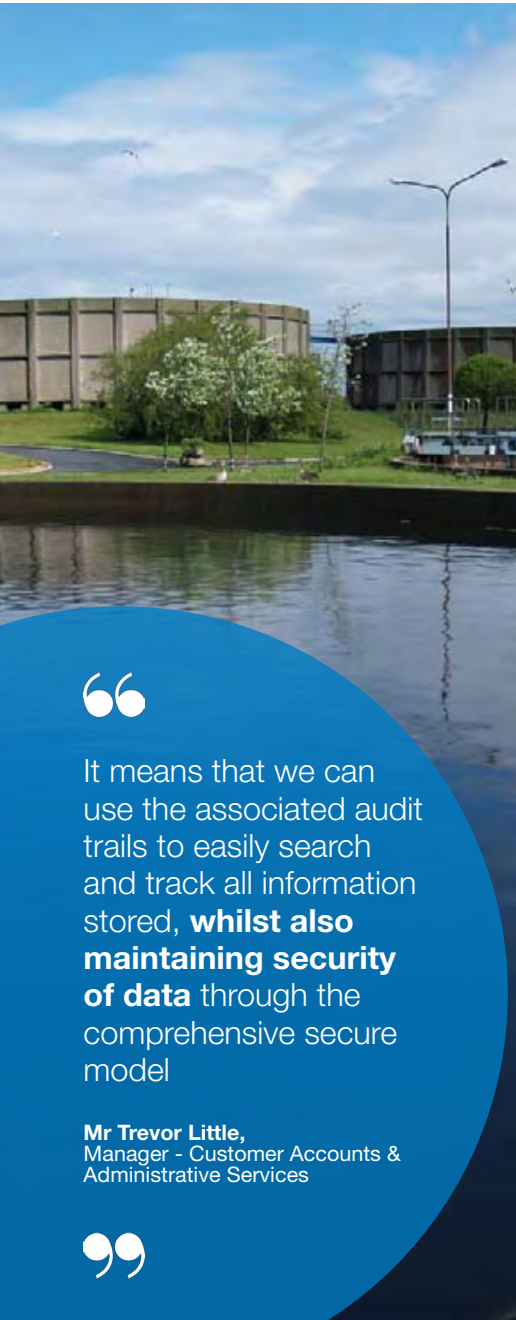
IMPROVING OPERATIONAL EFFICIENCY

When providing utility services such as supplying water to a large population or managing sewerage systems, it is business critical that both unstructured and structured information is integrated and kept up-to-date in a single repository to leverage value from corporate knowledge.

For example, in a critical situation such as an emergency due to severe weather or an unforeseen circumstance like a burst water pipe, taking immediate action relies on being able to quickly and easily access to information.

"Objective will improve our service delivery and operational efficiencies by capturing and storing all of our corporate information, allowing us to effectively retrieve the information when required.

"The file classification structure which has been established on a practical basis, utilising Objective functionality, is a cornerstone to efficient recall of information," said Mr Little.

INTEGRATING CORE BUSINESS SYSTEMS

The second stage of the implementation will involve the rollout of the full solution capability to the entire corporation. This stage involves business process re-engineering to ensure that the system is user-friendly and delivers benefits to the users enterprise-wide.

It will encompass day forward capture of corporate data sourced from correspondence, reports, emails, Microsoft products including Excel and Word. It will also involve migrating 70,000 engineering drawings previously versioned and scanned into Objective.

"Objective will enable staff to manage complex drawings, their renditions and references to paper drawings alongside their general corporate content, in a single solution."

An Objective workflow application will also be used in the future to manage the complex employee induction process.

"We aim to use Objective to integrate all these processes so that it is synchronised. A common interface, single point of access and indexing structure for both paper and electronic records will be at the core of this process. A workflow will be written to refine the information flow and all departments will know what they need to do before it is time to action it," said Mr Little.

When changing workplace environments, it is essential to develop a plan to ensure retention of information and intellectual property occurs. The complexity and cost of doing business is increasing, therefore it is essential for businesses to ensure they have an efficient way to interact, capture and secure the knowledge within the organisation.

IMPROVING CUSTOMER SERVICE

"Objective will provide us with a system that will definitely enhance our capacity to improve customer service to both our customers internal to the business and our external customers."

Moving forward, Barwon Water plans to use Objective as the single point of access for all customer information. Using the powerful search function, staff from any department or location will be able to search for a customers name to instantly locate every transaction and all known information about that customer.

"By integrating all our systems and information across the business through utilisation of Objective, employees will be able to access a complete picture of a situation in real time and assist the customer while they are communicating with them over the phone or in person."

"Objective will provide us with complete transparency across the organisation therefore empowering corporate decisionmaking."

"Objective gives Barwon Water the opportunity for seamless integration of record and document management with our key business activities and processes," said Mr Little.

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Mr Trevor Little,
Manager - Customer Accounts & Administrative Services

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ABOUT OBJECTIVE CORPORATION

Objective Corporation (ASX:OCL) creates information and process governance solutions that are effortless to use and enable organisations to confidently advance their own digital transformation.

Designed for regulated industries, these solutions turn the imperative of compliance, accountability and governance into an opportunity to streamline business processes and deliver the innovative services that customers expect.

With a heritage in Enterprise Content Management (ECM), Objective's expanded solutions extend governance across the spectrum of the modern workplace; underpinning information, processes and collaborative work-spaces.

Through a brilliant user experience, people access the information they need to progress processes from wherever they choose to work.

OBJECTIVE CORPORATION LIMITED
Asia Pacific: +61 2 9955 2288 | Europe: +44 118 207 2300

www.objective.com

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