

ACWD Enterprise Systems Catalog

System	Vendor	Product	Purpose	Category/Data Types	Custodian	Data Collection Frequency	Data Update Frequency
JD Edwards ERP	Oracle	JD Edwards	Financial Information System Facility Asset Management System HR & Payroll	General Ledger Accounts Payable Account Receivable Payroll Time Recording Procurement Job/Pay Classification Benefits Administration Facilities Work Management	Finance Department Human Resources Division Facilities Maintenance Division	Daily	Daily
Cayenta Utilities	N. Harris Computer Corporation	Cayenta Utilities	Customer Information System	Customer Billing Meter Reading Service Order Processing Customer Self-Service	Customer Service Division	Daily	Daily
Invoice Cloud Bill Payment and Presentment	InvoiceCloud	InvoiceCloud	Electronic Bill Payment and Presentment	Customer Emails, Customer ACWD Account, Customer Bank and Credit Card Information	Customer Service Division	Daily	Daily
Itron MVRS	Itron	MVRS Meter Reading Software	Meter Reading	Meter Readings Customer Account Data Service/Location Data	Customer Service Division	Daily	Daily
Meter Data Management System	Badger Meter	Beacon AMA	Meter Data Management & Analytics	Meter Readings Meter End Point Monitoring Analytics	Customer Service Division	Hourly	Hourly
Customer Portal	Smart Engery Water	SCM	Customer Portal	Account Information Service Information Meter Information Consumption Information	Customer Service Division	Daily	Daily
Microsoft Exchange/Office 365	Microsoft	Exchange/Exchange Online	Email System	Enterprise Electronical Mail Enterprise Calendars Unified Messaging System Phone Auto-attendant System	Information Technology Division	Daily	Daily
Microsoft Teams	Microsoft	Teams	Instant Messaging, Collaboration, Web Conferncing	Instant Messaging, Collaboration, Web Conferncing	Information Technology Division	Daily	Daily
Office Productivity	Microsoft	Office 365	Word Processing Spreadsheets Presentation Email Client	Office Productivity Software	Information Technology Division	Daily	Daily
PDF Software & eSignature	Adobe	Adobe Acrobat	PDF Creation, eSignarures, PDF View	Office Productivity Software	Information Technology Division	Daily	Daily
PDF Software	Blue Beam	Blue Beam	PDF Creation, Annotation, Comments	Office Productivity Software	Information Technology Division	Daily	Daily
IT HelpDesk	Dell	Kace	IT HelpDesk Desktop Updates	IT Helpdesk Requests IT Knowledgebase Desktop Updates	Information Technology Division	Daily	Daily
Mitel PBX	Mitel	Mitel	Enterprise Phone System	Phone Call Logs	Information Technology Division	Daily	Daily

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Geographic Information System (GIS)	ESRI	ArcGIS	Geographic Information System	Water System Facilities and Infrastructure; ACWD Easements other Property Interests; and Boundary and Service Area Data	Engineering & Technology Services Department	As Needed	As Needed
Work Order and Asset Management System	Azteca	Cityworks	Work Order and Asset Management for Distributed Assets	Work Orders Service Requests Leak Reports	Operations Department	Daily	Daily
Site and Well Management System	Custom Software	SWMS/GWMS	Site and Well Monitoring and Management	Well Construction, Repair and Destruction Geotechnical and Chemical Investigations and Permits	Groundwater Resources Division	As Needed	As Needed
Pump and Motor Tracking System	Custom Software	PMTS	Pump and Motor Tracking	Pump and motor data	Groundwater Resources Division	As Needed	As Needed
NeoGov	NeoGov	Neogov Applicant Tracking and Performance Evaluation	Applicant Tracking Performance Evaluations	Job Applications Performance Evaluations	Human Resources Division	As Needed	As Needed
Lab Information Management System	ThermoFisher Scientific	Sample Manager	Lab Sample Analysis	Sample Data Analysis Results	Support Services Division	As Needed	As Needed
Lab Information Management System	Accelerated Technology Laboratories Inc (ATL)	Sample Master	Lab Sample Analysis	Sample Data Analysis Results	Support Services Division	As Needed	As Needed
Developer and Customer Job Estimating & Tracking System	Custom Software	DCJETS	Tracking and Estimating new Water Services and Distribution System extensions	Job estimating and tracking; project, permit and agreement status; applicant contact information; documents and correspondence	Development Services Division	As Needed	As Needed
Tract Development and Tracking	Custom Software	TDTM	Water meter inspection and installation for new tracts	Applicant information, meter release status, fee payment tracking	Development Services Division	As Needed	As Needed
District Website	CivicPlus	CivicPlus	District Web Pages and Content Management	Content management for web pages News and informational web pages and documents Public Requests and Contact Information	Public Outreach	As Needed	As Needed
Document Management System	OpenText	LiveLink/OpenText Content Server	Document Management System for collaboration and records management	Documents and records	Engineering & Technology Services Department	As Needed	As Needed
Intranet/Document Management System	Microsoft	SharePoint	Intranet Information Sharing Document and Content Management	Department and Division Intranet Sites, Documents, Calendars, Blogs	Engineering & Technology Services Department	As Needed	As Needed
Online Safety Training	Target Solutions	Target Solutions	Safety Training	Safety training courses	Support Services Division, (Human Resources Division in 2017)	As Needed	As Needed
Insight Budgeting	InsightSoftware	Insight	Budgeting	Budget Data	Finance Department	As Needed	As Needed

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Groundwater Well Monitoring System	Custom Software	GWMP	Monitoring of Groundwater Wells	Water level data	Groundwater Resources Division	As Needed	As Needed
NetworkFleet Fleet Management	Verizon	NetworkFleet	Fleet tracking and monitoring	Fleet location data Vehicle Diagnostics	Facilities Maintenance Division	Daily	Daily
Backflow Prevention	XC2 Software	XC2	Backflow device tracking and testing	Backflow device customer and location data Backflow test results	Distribution Maintenance Division	As Needed	As Needed
AutoCAD	AutoDesk	AutoCAD	Engineering Design and Drawing Software	Engineering drawings	Engineering & Technology Services Department	As Needed	As Needed
Hydraulic Modeling Software	Innovyze	H2O Map, InfoWater	Hydraulic modeling	Hydraulic models	Operations Department, Engineering & Technology Services Department	As Needed	As Needed
Conservation Rebate Database	Custom Database	Custom Database	Tracking Water Conservation rebates	Customer, location and rebate data	Water Conservation Division	As Needed	As Needed
Document Scanning	Kofax	Ascent Capture	Document scanning	Document types, categories and metadata	Engineering & Technology Services Department	As Needed	As Needed
Fuel Management	Coencorp	FuelZone	Fuel management	Vehicle and fuel data	Facilities Maintenance Division	As Needed	As Needed
MARS Meter Testing System	MARS	M3	Meter Testing	Meter test data	Distribution Maintenance Division	As Needed	As Needed
Polybutylene Database	Custom Software	Custom Database	Polybutylene Pipeline Tracking	Polybutylene Pipeline data	Engineering & Technology Services Department	As Needed	As Needed
Engineering Drawing Tracking Database	Microsoft	Ms Access (Custom Database)	Tracking of Engineering Drawings	Engineering drawings data	Engineering & Technology Services Department	As Needed	As Needed
ShareFile File Sharing/FTP Site	Citrix	ShareFile	File Sharing with external entities	Files and Documents	Information Technology Division	As Needed	As Needed
Web Conferencing	Cisco	WebEx	Web and Audio Conferencing	Web conference meetings and recordings	Information Technology Division	As Needed	As Needed
Web Conferencing	Zoom	Zoom	Web and Audio Conferencing	Web conference meetings and recordings	Information Technology Division	As Needed	As Needed
Audio Conferencing	TelSpan	TelSpan	Audio Conferencing	Audio Conferencing	Information Technology Division	As Needed	As Needed
InfoSend Bill Print	InfoSend	InfoSend	Bill Printing and Hosting	Bill Print and Online Bills	Customer Service Division	Daily	Daily
Electronic Logs	eLogger	eLogger	Electronic Logs for Operations	Operational Logs	Water Production	Daily	Daily
Cognos Business Intelligence	IBM	Cognos	Business Intelligence/Reporting	Custom Reports	Information Technology Division	Daily	Daily
SQL Server Reporting Services (SSRS)	Microsoft	SSRS	Business Intelligence/Reporting	Cistom Reports	Information Technology Division	Daily	Daily
Cityworks PLL (Groundwater Permits)	Azteca	Cityworks PLL	Permit Applications Management	Well Permit Applications	Groundwater Resources Division	Daily	Daily
Cityworks PLL (Customer Jobs)	Azteca	Cityworks PLL	Tracking and processing Customer Jobs	Job estimating and tracking; project workflows, applicant contact information;	Development Services Division	Daily	Daily
Address Verification	Melissa Data	Address Verification	Address Verification for Customer Information System	Address Verification	Information Technology Division	Daily	Daily

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Emergency Notification System	i-INFO	i-INFO	Emergency Communications and Notifications	Communications	Emergency and Security Services	As Needed	As Needed
File Migration	ShareGate	ShareGate	Office 365 File Migration	Files and Documents	Information Technology Division	As Needed	As Needed
Document Processing	Aquaforest	Searchlight OCR	OCR, Document Processing, PDF Conversion	Files and Documents	Information Technology Division	As Needed	As Needed
Power Analysis	SKM Systems Analysis, Inc.	PowerTools	Power Systems Analysis	Power Systems Analysis	Facilities Maintenance Division	As Needed	As Needed
Tax Software	Vertex	Vertex	Tax Calculation	Tax Software	Finance Department	As Needed	As Needed
Records Retention Schedule	InfoGov Solutions	Virgo	Records Retention Management	Records Retention Schedule and Policies	Office of the General Manager	As Needed	As Needed
Email Newsletter & Marketing	Constant Contact	Constant Contact	Mass Emailing Email Newsletter	Email	Office of the General Manager	As Needed	As Needed
Bonfire	Bonfire	Bonfire	eProcurement System	RFP, Bids, Proposals, Proposal Evaluations	Procurement Division	As Needed	As Needed
NextRequest	CivicPlus	NextRequest	Public Records Request Management System	Public Records Requests and Responsive Documents	Office of the General Manager	As Needed	As Needed
Primavera	Oracle	Primavera	Project Management, Planning and Scheduling	Project Plans, Schedule, Costs	Project Engineering Division	As Needed	As Needed
Visual Planning	Stilog	Visual Planning	Planning and Scheduling	Planning and Scheduling	Facilities Maintenance Division	As Needed	As Needed