



CENTRAL HIGHLANDS WATER

SAMSUNG GALAXY NOTE 10.1 TABLETS HELP MOBILISE WORKFORCE AND DRIVE EFFICIENCIES AT CENTRAL HIGHLANDS WATER

BUILDING SUSTAINABLE BUSINESS GROWTH

Central Highlands Water is a regional water corporation providing high quality drinking water, sewerage, trade waste and recycled water services to customers in Ballarat and surrounding areas. Formerly known as Central Highlands Region Water Authority, it is one of 19 state-owned water businesses operating under the guidance of the Victoria Water Act.

Central Highlands Water employs 190 staff in the Ballarat region and provides water and water waste services to 130,000 people over an area encompassing 9,275km. Residential customers comprise 91 per cent of its water consumption customers, with the commercial sector accounting for around nine per cent. It has over 52,000 wastewater customers and 20 major trade waste customers.

The company's mission is to provide quality water and wastewater services fairly, efficiently and sustainably to communities in the Central Highlands region.

AUTOMATING DATA CAPTURE IN THE FIELD

Central Highlands Water has a field staff of over 100 people who do inspections and gather readings across the region. In the past staff would bring paper forms into the field and write down their readings. Their field rounds would usually take them two or three days; they'd then go back to the office to enter the readings into the computer system. If they had read a meter incorrectly they would have to drive back out to do a re-read.

"We were looking for efficiencies in our business. Our goal is to be quicker to market, more agile; and create a mobile workforce that has access to the tools it needs," said Rod Apostol, Chief Information Officer, Central Highlands Water.

"The efficiencies and turn-around times gained from Samsung GALAXY Note 10.1 tablets working seamlessly with the Citrix solution in the back-end have been phenomenal. Instead of a week or two, data can now be turned around in hours. We have stopped the duplication of effort that the old paper-based system required and we have better visibility as to what is happening in the field in almost real-time."

Rod Apostol

Chief Information Officer,
Central Highlands Water



THE NEW
BUSINESS
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SAMSUNG AUSTRALIA ENTERPRISE CASE STUDY: CENTRAL HIGHLANDS WATER

DEVELOPING A NEAR SEAMLESS MOBILITY SOLUTION

Central Highlands Water sought advice on different mobile solutions to automate data capture, enhance productivity of field staff and also deliver near real-time, web-based reporting that could be accessed online securely. Of critical importance was the durability of the devices to handle rough care out in the field. The decision makers at Central Highlands Water felt the Samsung and Citrix solution, recommended by technology partner Thomas Duryea Consulting, would provide the build quality they were looking for at an affordable price. The solution was open and flexible enough to modify to help meet future needs as the business evolves.

“Durability was key for us, our staff are out in the field all day and the device needed to be able to withstand some rough care,” said Apostol. “The Samsung Note 10.1 tablets offered exceptional build quality at a great price.”

Thomas Duryea Consulting implemented a Citrix back-end solution to deliver applications securely to the 35 Samsung Galaxy Note 10.1 tablets. Sherlock software was used to lock the devices into a kiosk mode so that from the moment the users power on the device, they are taken to an internal site securely. The solution runs on the 3G network, so field workers can communicate online in near real-time, rather than being tethered to a fixed location. The supported mobility solution integrates the field data with head office systems allowing the business to have an accurate view on water flow and quality at any given time.

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Central Highlands Water is now in a position to be proactive in managing water quality and flow. It is able to look at trending to make decisions about transferring water from one reservoir to another or treating potential quality issues before there is an alert.



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HELPING TO DELIVER BUSINESS RESULTS

The Samsung mobility solution combined with Citrix has helped minimise the time required to gather data and the manpower required to get readings and has helped optimise the company’s ability to proactively manage its business. The solution has also helped enable the field staff to secure accurate meter readings and avoid mistakes. When staff are out in the field to collect data, an online validation process prompts staff to confirm their meter reading if it is outside of the normal tolerances.

Central Highlands Water has also seen a boost in staff engagement and communication since the Samsung tablets were introduced earlier this year. “The response from staff has been tremendous. They are stopping management in the hall with thoughts and new ideas about how to use applications and further drive efficiencies.”

“Working with Samsung and Thomas Duryea Consulting was a fantastic experience. We had a vision of what we wanted to achieve, we knew what our business was and they were able to realise that for us with the Samsung and Citrix solution.”

LEVERAGING TECHNOLOGY FOR FUTURE GROWTH

Central Highlands Water is already exploring new ways to help further drive efficiencies using the Samsung and Citrix solution. In the next financial year the business is looking to double the number of units currently in the field and a pilot has been implemented to test the solution in other areas of the business.

“Staff are coming up to us with ideas on how they can apply the technology to the business in other ways. They’ve been driving the company more than the company is driving them,” added Apostol.

PRODUCTS USED

Samsung Galaxy Note 10.1 tablets
Citrix XenApp™

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