

Fortude supports leading water and wastewater services company in New Zealand to enable data-driven decision-making with Infor Birst

Client



Auckland, New Zealand



1000+ employees



Supplies 365+ million liters of AA grade drinking water and processes wastewater



Annual revenue: 752 million NZD



Solution: Infor Birst dashboard

Challenges

- One of the largest water and wastewater processing companies in New Zealand, the customer wanted to monitor their numerous assets in order to better prepare for emergencies and asset breakdowns.
- Increase customer satisfaction and provide better customer service by analyzing customer survey results.
- Analyze daily, weekly, and monthly KPI trends and filter insights by location and date.

Impact

- Built an Infor Birst dashboard that visualizes the status of water and wastewater assets and over 20 KPIs.
- The visibility into asset status helped the customer plan for asset maintenance and replacement.
- Increased customer satisfaction by analyzing and deriving insights from customer feedback.
- Centralized weather, billing, and pump station performance data and enabled trend analysis for quick decision-making.
- Accelerated the company's digital transformation initiatives.