



DETROIT WATER AND SEWERAGE DEPARTMENT

The largest wastewater treatment plant in the United States, serving the city of Detroit and surrounding suburbs.

Industry: Government
Geography: United States

Deployment Summary

- Solution integrates legacy systems with off-the-shelf applications and standardizes data management systems.
- Integration creates common platform for wastewater management reporting.
- Web portal provides employees with personalized access to operational data.
- Using TIBCO's web ticker, the electronic visual management system (eVMS) can alert managers when operating conditions exceed preset thresholds.
- Infrastructure can integrate with the City of Detroit's financial system.

Benefits

- TIBCO's solution provides real-time information about plant operations at the click of a mouse and the means to access archival data.
- Integration with legacy systems preserves the value of the organization's previous IT investments.
- Availability of historical data through the portal increases business agility by enabling employees to analyze trends and anticipate future needs.
- Department saves time and money by consolidating systems management and eliminating redundant applications.



"It is absolutely essential that our business processes operate flawlessly. With the implementation of TIBCO, we can now automate business processes and the flow of information between systems, giving our employees the tools they need to do their jobs effectively."

Kevin Quiggle, Information Systems Manager, DWSD

City of Detroit Improves Water Plant Management with Integration

The Detroit Water and Sewerage Department (DWSD), a branch of the City of Detroit government, provides water to more than 4 million customers in Detroit and 125 suburban communities. The department's five water plants pump an average of 675 million gallons per day. DWSD currently provides wastewater service for 3 million residents in Detroit and in surrounding suburbs throughout southeastern Michigan.

DWSD Decides to Remove Information Silos

DWSD manages the largest single wastewater treatment facility in the United States. The facility treats an average of 720 million gallons of flow a day. Six major business units feed management information to the corporate intranet, and consolidating data access had become increasingly difficult. As Kevin Quiggle, information systems (IS) manager at DWSD, explains, "The network was made up of a series of unconnected data silos, and getting information in and out of these silos and into the hands of the managers who needed it was a real challenge."

For example, to keep operations running smoothly, plant operators relied on the "Six-Hour Report," a paper report created six hours into every eight-hour shift to track equipment operating status, fluid levels, trouble spots, and general operational status. This report was generated manually and passed to the next shift manager, who would generate his own updated status report and file away the previous report at the end of each shift. Records weren't effectively available for later reference or trend analysis. Similarly, processing requisitions and purchase orders often required managers to log into three or four different systems to initiate approvals.

Quiggle recognized that DWSD faced two primary IS challenges: to integrate disparate systems into a single, consolidated data infrastructure and to quickly deliver information to the managers who need it.

DWSD Partners with TIBCO

The logical solution was web personalization, using thin clients to provide 1,500 employees with authenticated access to DWSD's operating data. To do so, Quiggle turned to TIBCO, a leading enabler of real-time business, to implement an electronic visual management system (eVMS).

Working with Westin Engineering, an IT consulting group, Quiggle's IS team assessed various infrastructure integration and web portal solutions, including IBM and Oracle. DWSD chose TIBCO because of the company's past successes, the features of TIBCO's business integration and business optimization solutions, and TIBCO's technology roadmap for the future. Using TIBCO's solution, Quiggle was confident he could tap into DWSD's legacy systems, standardize on new data management systems, and expand the department's intranet strategy.

The first step was to create a common platform for wastewater management reporting. As part of Quiggle's eVMS strategy, critical data needed to manage the wastewater treatment plant is now entered into an Oracle® database via a web portal interface. This way, any manager with appropriate authority can access the system to check equipment status, fluid levels, or any other operating conditions. Using TIBCO's web ticker, eVMS also can alert managers when operating conditions exceed preset thresholds. And by entering a year's worth of Six-Hour Reports into the database, DWSD's eVMS can now deliver

historical data through the web portal for trend analysis. In addition, the TIBCO-based portal has been integrated with web content management to enable fast, controlled access to regulatory information, human resources data, capital program reports, and other information necessary for managers to effectively run their operations.

DWSD Expects High ROI

Quiggle's team also is working to migrate requisition status to the web portal. A future goal is to integrate DWSD's requisitions to the City of Detroit's Oracle Financials® system; departmental approvals will then be consolidated into a single step. Rather than having to use multiple systems, a flagged purchase order will be delivered to the manager's personalized intranet interface for approval and then routed back to the city accounting office for processing. DWSD expects to realize a dramatic return on its TIBCO investment by eliminating the hidden costs associated with moving data back and forth and giving managers a central web-accessible data repository. Quiggle says his department maintains 138 separate desktop applications and intranet systems. With the help of TIBCO's solutions, he can consolidate system access and eliminate redundant data entry.

TIBCO's business integration solution provides the means to centralize operational and management data. Using secure, personalized web access, TIBCO's enterprise portal solution

TIBCO's strategic relationships with vendors allow DWSD to standardize on market-leading technology without integration issues.

delivers timely information through a single web interface. In addition, TIBCO's strategic relationships with vendors such as Oracle allow DWSD to standardize on market-leading technology without integration issues.

TIBCO Helps Improve Data Access

Thanks to TIBCO's solutions, DWSD now has a landmark wastewater treatment tracking system that allows managers to access real-time information about plant operations at the click of a mouse, and the means to access archival data to plan for the future needs of the citizens of Detroit and surrounding communities. In the process, DWSD saves time and money by consolidating systems management and eliminating redundant applications.

As DWSD's intranet infrastructure grows, DWSD plans to expand access to give the Board of Water Commissioners and even the mayor access to status information. Quiggle also is working to integrate human resources information (both employees and contractors) in support of identity management.



TIBCO Software Inc. (NASDAQ: TIBX) is a provider of infrastructure software for companies to use on-premise or as part of cloud computing environments. Whether it's optimizing claims, processing trades, cross-selling products based on real-time customer behavior, or averting a crisis before it happens, TIBCO provides companies the two-second advantage™ – the ability to capture the right information at the right time and act on it preemptively for a competitive advantage. More than 4,000 customers worldwide rely on TIBCO to manage information, decisions, processes and applications in real time. Learn more at www.tibco.com

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