



CUSTOMER

Sydney Water

ACTIVE LOCATIONS

NSW

INDUSTRY

Government & Public Sector

PROFILE

Sydney Water is a statutory corporation wholly owned by the New South Wales Government. Sydney Water delivers essential and sustainable water services for the benefit of the community in Sydney and surrounding region. Sydney Water is Australia's largest water utility with over 3,200 staff and an area of operations covering 12,700 km². Sydney Water head office is located in the Sydney suburb of Parramatta.

SYDNEY WATER

Business Environment

Sydney Water provides drinking water, recycled water, wastewater services and some stormwater services to more than four million people in Sydney, Illawarra and the Blue Mountains. Sydney Water has three equal principal objectives: to protect public health, to protect the environment and to be a successful business.

Businesses account for nearly one third of daily water use in Sydney. Companies that cut their water usage save money in terms of wastewater, energy and chemical treatment costs. Sydney Water promotes the "Every Drop Counts" (EDC) Business Program to 400 large business customers and engages them one-to-one to help them cut water use and resulting business costs. By taking part of the EDC Business Program, large water users can save up to 30% of their water usage and treatment costs.

The Sydney Water EDC Business Program won the Stockholm Industry Water Award in 2006, recognizing its work with business, industry and government to reduce water use and ensure the long-term sustainability of water supply in Sydney and surrounds. The award recognises improved performance in production processes, new products, and management, as well as innovative approaches in water and wastewater process technologies which together help to improve the world water situation.

The business strategy of Sydney Water is to expand their customer base for the EDC Business Program to include more small-to-medium Water Users. As part of EDC, water efficiency and water management publications are produced, available for order or download from the Internet.

Sydney Water plan to work with all customer segments on a one-to-many approach, and with the help of internet delivery be able to customize information to cater for the customer's specific requirements.

Business Challenge

In 2009 Sydney Water saw the opportunity to enhance the current information system to support the expansion into the Small-to-Medium water user market.

The 150 page 'Best Practice Guidelines for Clubs' published by Sydney Water contains chapters on a broad range of subjects relevant to heavy water using clubs, from ground water reuse, to saving water in amenities and cooling towers. This document is based on the needs of large water users and is one of a few publications aimed at specific industries. Future publications include hotels and hospitals.

"With Intelledox, we can regularly update content as standards change, for example: cost and new research data. Information is kept alive, up-to-date and the publications reflect any new research."

Wendy Hird

Water Efficiency Specialist
EDC Business Program, Sydney Water

Small-to-Medium water users have less complex systems and need accessible, relevant information. In addition, static documents lose relevance quickly, cannot be readily updated when new data and research becomes available, and have associated costs for production and distribution.

The EDC Business Program needed a new way to tailor publications to meet the needs of an expanding customer base, that addressed specific business types and that was available online 24x7. Intelledox was chosen as the document creation system to assist Sydney Water to deliver the 'Customized Water Management Publication Tool' to support the expansion of the EDC Business Program to Small-to-Medium water users.

The Intelledox Solution

Intelledox enabled Sydney Water to build a Content Library to support the EDC Business Program. The Content Library assists in the generation of the 'Best Practice Guidelines for Water Efficiency' publications. The content has been segmented into chapters; Intelledox combines all relevant information to form tailored, accurate and industry specific publications. With the help of Intelledox, the EDC Business Program can be centrally controlled and maintained, while base documents are easily managed and updated.

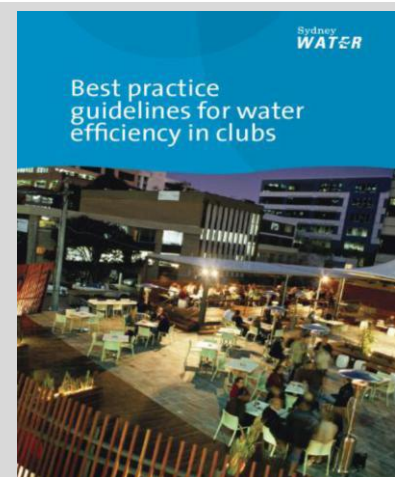
Via the user-friendly Intelledox interface businesses can create detailed and industry specific 'Best Practice Guideline for Water Efficiency' publications. The user is lead through a series of dynamic questions that takes approximately one minute. Each document is individually tailored and includes as much - or as little - information as required. Data is fully leveraged to populate the document, and industry specific data is inserted into the publication, including calculation of the businesses water benchmark performance if desired.

With Intelledox, Sydney Water's EDC Business Program now has one document creation system to help countless businesses - of any size - to create water efficiency and water management content. These documents will be targeted, accurate and industry specific. Starting with clubs, other previously published sector information will be added over time.

In addition to document creation, Sydney Water has access to comprehensive metrics that record usage and publication downloads by industry type. This will allow it analyse the data to identify business sectors that are not being downloaded, to aid in targeted water efficiency campaigns.

Intelledox has delivered improvements such as:

- Enabled direct control of publications, data input and maintenance.
- Significantly reduced time for content updates
- Updates are rolled out in real time, across every industry
- Assurance that data and information are easily updated
- Businesses can generate tailored publications in minimal timeframes
- A web-based user-friendly interface providing access 24x7



Best Practices Guidelines for water efficiency in clubs.

“We can deal effectively with the one-to-many approach and build relationships with customers; giving them the customized information they require.”

Wendy Hird
Water Efficiency Specialist
EDC Business Program, Sydney Water

- One publication system for water efficiency information catering for all business customers and industries
- Easily expandable as new business sectors are targeted

Business Benefits

- Increased productivity and efficiency
- Assured accuracy of content and ease of management
- Significant cost benefits
- An effective publication creation system that is easy to use and maintain
- A scalable solution that will accommodate future programs and industries
- Accurate water efficiency information enables businesses to save water and money
- Added value for businesses and water users

Intelledox will vastly improved the process of creating water efficiency and water management publications. It will enable the Sydney Water’s ‘Every Drop Counts’ Business Program to reach interested Small-to-Medium water users across a range of industries, and enable business customers to create accurate, fast and tailored publications on demand – 24 hours a day, seven days a week. As a result, Sydney Water’s EDC Business Program will be more efficient and effective whilst enabling fast, easy access to important and highly relevant information to business and industry water users.

ABOUT INTELLEDOX

Intelledox is a 4th generation document creation system and specifically addresses what leading analysts refer to as "content chaos" caused by a lack of a structured and centralized approach to document generation. Intelledox creates significant business advantage through the automation of document-centric business processes. By leveraging existing investment in document management and information assets, Intelledox assists organizations to drive down operational costs, deliver increased efficiency, reduce compliance risk, and improve user experience. Intelledox has delivered high quality enterprise software solutions to a growing portfolio of large corporate and government customers across the globe. Currently some 300 customers and 400,000 users benefit from the solutions developed by Intelledox Pty Ltd. Headquartered in Australia, Intelledox has an international presence across the globe with offices in the North America, Singapore, and the United Kingdom.

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