

Working Together For Success

OpenFlows™ provides unmatched interoperability, advanced features, and a user-friendly interface for water and wastewater professionals. But finding software that will help you optimize your designs, increase profits, save time, and keep your consumers happy is only the first step.

Successful integration through consistent and reliable support, including access to water and wastewater industry experts, ensures you will accelerate your productivity.



Support Resources Guide

Test the Waters

We understand that becoming proficient and productive on your new software is extremely important. That's why our experts have created an extensive library of new user resources.

New User Learning Resource Guides

Our informative and robust online guides tailored for new users will ensure you get up and running quickly. All new users receive access to this guide and many other helpful resources with the purchase of OpenFlows software.

Webinars

Recorded webinars featuring Bentley experts and other OpenFlows users help you learn more about the product benefits, as well as some tips and tricks.

Access Webinars →

GET TO KNOW OUR EXPERTS

Meet one of our Bentley hydraulics and hydrology experts and access a sample of the robust content that they have created for OpenFlows users.



Linsey Henderson
Product Sales Engineer

After earning a degree in civil engineering from Bucknell University, Henderson worked as a water resource engineer specializing in stormwater management and stream restoration. She is dedicated to helping users identify the best OpenFlows applications to use for drainage design, water distribution network design, and hydrologic studies.

Webinars:

OpenFlows™ WaterGEMS® – Automated Model Build and Fire Flow

Explore how OpenFlows WaterGEMS can provide you with the tool sets and capabilities necessary to improve your workflows. [Access Webinar →](#)

OpenFlows™ CivilStorm® – One Software for All Your Stormwater Needs

Get an overview of OpenFlows CivilStorm's capabilities for stormwater modeling. [Access Webinar →](#)

Blog Articles:

Design System Waterways – with OpenFlows WaterGEMS

Learn how to design your water system with OpenFlows WaterGEMS. [Read More →](#)

Choose a Hydraulic Modeling Tool – for Your Water Distribution System

Learn about OpenFlows WaterGEMS and its unique platform interoperability for hydraulic modelers. [Read More →](#)

Optimal Sewer Modeling Results with OpenFlows™ SewerGEMS®

Learn about the ability to integrate your sanitary and combined sewer models in multiple platforms. [Read More →](#)

Videos:

OpenFlows CivilStorm A six-part video series [Watch Videos →](#)

Take a Deeper Dive

When you are ready to explore more of the features and functionality of the OpenFlows applications, these resources will offer the details you are looking for.

In-product Help

Quick Start lessons are included within the applications. Simply click **File > Help > Quick Start** from the software menu to get step-by-step instructions for solving typical problems.

WIKI Knowledgebase

The Bentley Support Team continually documents solutions and modeling insight in the highly informative WIKI Knowledgebase. This wiki brings together a massive amount of content in one easily searchable location, with improvements and updates added daily by our experts.

Access WIKI →

On-demand Training

Courses and learning paths database **Access Training** →

Virtual classroom **Access Training** →

Formal Expert Training

On-demand and live training are included with SELECT/ELS licenses

Read More →

Keys

Every Virtuoso subscription of OpenFlows software includes complimentary keys that can be redeemed for customized training with experts. **Read More** →

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Tom Walski, Ph.D., P.E.
Bentley Fellow

Walski has over 40 years of experience in applied hydraulics and is the author of hundreds of journal papers and books. He has won numerous awards for his work and is well admired in the industry. Before joining Bentley Systems, Walski worked in the industry and was a university professor.

Blog Articles :

Water and Wastewater Collection –

Walski is a frequent contributor with insightful articles as well as tips and tricks for hydraulic and hydrology engineers.

Check out this collection of his popular articles. [Read More →](#)

Webinars:

Operating Your Water Distribution System More Efficiently

Learn tips on how to effectively operate a system, identify opportunities to reduce nonrevenue water, and respond to emergency situations such as pipe breaks or fires.

[Access Webinar →](#)

Making Water Network Design Easy

In this webinar, Walski outlines several applications that are crucial for water project success and workflow efficiency using OpenFlows WaterGEMS. [Access Webinar →](#)

Join the Community

We know that even advanced users need support sometimes. Bentley communities and social media channels offer a way to find answers to your questions, connect with peers, and stay up to date on product announcements.

OpenFlows Wiki

Search for and find answers in this knowledgebase of over 2,000 articles that are maintained by Bentley support experts.

[Access WIKI](#) →

OpenFlows Forum

Post your questions and interact with other OpenFlows users in this vibrant, active community. [Read More](#) →

Stay Social

- Stay up to date with product features through the OpenFlows YouTube channel [Connect](#) →
- Follow us on the Bentley Water Infrastructure Solutions LinkedIn channel. [Connect](#) →

Meet with an Expert

Sometimes you just need personalized, expert support. Schedule time with a Bentley technical support engineer through the service request manager. [Read More](#) →

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**Julio
Issao, Ph.D.**
Product Sales Engineer

Issao is an environmental engineer with master's and doctorate degrees, as well as over 10 years of experience in the basic sanitation, hydroelectric, and water resources sectors. His experience on a wide range of projects for governments, intergovernmental organizations, and the private sector enable him to provide support to water professionals on digital transformation, resilient infrastructure, and efficient utility design.

Blog Articles:

Improve Operational Efficiency

Read about the interoperability and solutions to simplify your workflows. [Read More →](#)

Complete Your Modeling Projects Quickly

Learn how valuable OpenFlows WaterGEMS can be for your water network designs. [Read More →](#)

Choose the Right Solver for Your Stormwater Network

Part 1

Learn about the robust solution sanitary network designers and engineers choose. [Read More →](#)

Choose the Right Solver for Your Stormwater Network

Part 2

Learn which solver is right for your wastewater or combined sewer network. [Read More →](#)

Challenges Water Utilities Face with Operating Water Supply Networks

Learn how OpenFlows WaterGEMS is a proven, optimized solution.

[Read More →](#)

Don't Just Take Our Word for It

See what your peers are saying about Bentley Systems and OpenFlows applications.

“ Bentley WaterGEMS enabled conceptioneering in this 4,000-kilometer multivillage rural water supply's single hydraulic model to benefit about 1 million villagers in India. Design evaluation and analysis was **done efficiently** in a pareto-optimal timeframe of 25 resource days, **making the project one of its kind!** ”

— Devashri Karve, Water Engineering Consultant, DTK Hydronet Solution

“ The experts at Bentley have always been so supportive and available when we need them. The partnership between TSA and Bentley means a lot to us. ”

— Matheus Viegas, Owner Tecnologia em Saneamento Ambiental (TSA)

“ The Bentley support team was very easy to work with via email. They were very helpful in listening and providing suggestions that helped resolve my issues. They also addressed follow up questions. I am personally very thankful for the assistance! ”

— Feedback provided on Bentley Support feedback form

“ The 1D/2D functionality in OpenFlows SewerGEMS is a powerful tool for flood modeling and hydraulic analysis of stormwater systems overflowing. The user-friendly interface and intuitive surface grid creator make working with real surface areas easy and fun. It provides comprehensive visualization options, both with built-in and external tools. ”

— Pawel Suchorab, M. Sc. Eng
Lubin University of Technology

A Family-owned Company Uses OpenFlows to Change the Lives of Communities in Need



Learn how the father/son team at TSA - Tecnologia em Saneamento Ambiental works hard to bring a better quality of life to underserved communities by designing new sewer networks.

Watch Video [→](#)



Learn how, during a record-breaking drought, TSA identified and fixed leaks to optimize infrastructure, saving precious water.

Watch Video [→](#)



OpenFlows

With Bentley's water and wastewater software, you can plan intelligently and deliver clean water safely, model water system operations accurately, and make renewal decisions reliably. Confidently create master plans, support land development projects, and optimize the operations of water distribution, wastewater, and stormwater systems.

A few of the most popular OpenFlows applications:

OpenFlows WaterGEMS

Water distribution
design and analysis
software

OpenFlows SewerGEMS

Wastewater and
stormwater management
software

OpenFlows HAMMER®

Water hammer and
transient analysis
software

To learn about all of the OpenFlows applications
[Click Here →](#)

