

Industry: Utilities
Product: Amulet
User: South Australia Water
Country: Australia

November 2, 2015

South Australia Water Ensures Customer Supply by Forecasting Demand with Amulet

Bentley user South Australia Water (SA Water) delivers water and wastewater services to more than 1.5 million South Australian customers and is responsible for the management of more than AUD 19 billion worth of assets. In order to ensure customer supply, SA Water embarked on an ambitious AUD 400 million network upgrade project and took advantage of new analytical tools to manage the network flexibly and reliably.

SA Water implemented a groundbreaking suite of decision support tools, using Bentley's Amulet that underpinned the optimal operation of the network by reducing operating cost while improving efficiency. SA Water used Amulet as the intelligent operational platform to apply a variety of descriptive, diagnostic, and predictive analytics techniques on data from multiple sources, including operational and IT. By capturing and converging this data into one system, SA Water gained increased understanding of the patterns and relationships its historical and day-to-day information held, enhancing its ability to make better decisions across the operational network.

SA Water's Manager of Network and Production Planning, Steve McMichael said, "These tools have enabled us to develop operational data analytics, dashboards, and reports that help us effectively plan, monitor, and control our integrated water supply system."

By improving the information available to operations personnel, SA Water is able to support better decision making, allowing it to best manage its network to consider risk and cost optimization. The award winning solution has allowed SA Water to save AUD 3 million in electricity costs alone as well as reducing overall operations expenses by being able to address situations quicker, predict demand, have a clear picture of water availability, and move water safely and cost effectively ahead of time.



Image Link: <https://www.hightail.com/download/bXBaQndDVnNrUm4wZXNUQw>

Caption: South Australia Water