



SUCCESS STORY

ROBESON COUNTY WATER DISTRICT

Find out more about Field Services

Simplifying Daily Groundwater Inspections with AMCS Field Services

As the largest county in North Carolina, Robeson County Water District provides an array of services to over 35 towns and cities. One of the key responsibilities of this busy water department is to provide quality water and wastewater services by maintaining a total of 13 well sites and 1 wastewater treatment plant.

Daily well and groundwater inspections are naturally an important part of this process. The inspections, which are mandated by North Carolina's State Government and the North Carolina Department of Environmental and Natural Resources (NCDENR), require Robeson County employees to regularly record chemical data to ensure that local towns and cities receive clean, safe water.

Unfortunately, with a complex data entry system and primitive work scheduling, the Robeson County team found themselves mired in time-consuming daily tasks. As a result, by exchanging their existing systems for an integrated operations management solution, they realised several benefits. Not least, improving well and groundwater inspection productivity by an impressive 37%.

Replacing Inefficient Data Handling

Prior to the introduction of AMCS Field Services asset management software, the county's employees had a complicated process to conduct and record their daily inspections.

Staff would meet in the morning, discuss which well sites each employee was responsible for, and then proceed with their inspections. Data was recorded on a sheet of paper, and then staff would manually enter it into an excel sheet on one of two laptops located at the main office with one laptop for the upper, and one for the lower, areas of the county.

Once all the information had been manually entered on both computers, the Water Treatment Supervisor would take a thumb drive and save all the inspections, transferring the inspection results to another computer to produce monthly reports.

Little wonder that this convoluted process eventually lead to Robeson County looking for a better solution. The hunt was on for a more efficient way to collect data, manage and distribute work, and produce compliance reports.

Introducing Streamlined Asset Management

Robeson County's water department began utilising AMCS Field Services in 2013, selecting this highly customizable cloud-based 'Software-as-a-Service' solution to replace its outdated operations management system. With easy access to all asset data and intuitive, visual solutions to manage infrastructure, AMCS Field Services was the perfect solution for this hard-working utility.

The program allows Robeson County to list all assets with pertinent information including well name, location, detailed well attributes, and previous inspections. Now users can establish at-a-glance whether inspections are complete or due since each site is represented by a unique icon that changes colour to indicate inspection status. Once on site, field engineers can also access customised well inspection forms, tailored to meet North Carolina's water quality standards.

By using mobile devices and a web-based work and asset management system, Robeson County found they could reduce the time needed to complete their daily well and groundwater inspections by nearly 37 percent. Not only that, but with efficient management of resources, they were able to produce reports in a matter of minutes.

Intelligent Reporting

Once an inspection is complete, data is automatically stored and used to produce a monthly report, resulting in faster, more accurate feedback. The software is compatible with both Excel and Google Sheets and the Robeson County water department currently uses both to produce their monthly and annual reports.

Monthly chemical reports are filed with the state, and the system is also able to generate additional reports that are used internally to manage the business, providing intelligent access to full chemical analysis throughout the month and year.

Instant Access to Inspection Data

But it's not just data records that have been enhanced. AMCS Field Services also ensures data is accessible in real-time, making it easier for Robeson County's supervisor to monitor and manage well facilities on a daily basis.

To this end, chemical information from each well can now be added on-site. A user-friendly inspection workflow ensures the required data is entered before allowing completion and once logged, this data is immediately accessible to Robeson County's supervisor. Whereas previously it would take hours to receive information, and consolidate and compile reports, Robeson County now has instant access to inspection data, a solution which makes it accessible in real-time to any user in the county water district.

An Effective Tool for Managing Resources

In addition to managing inspection data, AMCS Field Services ensures both field staff and supervisors have access to the information they need to do their work effectively.

Work orders, O&M manuals, system drawings, and pictures are all available, as are any notes that may have been taken concerning each site. Updates to the system, including customer information and completed inspections, are also available for all users, helping to coordinate the daily inspections between different offices and departments. Data can be exported for updating the system GIS as needed.

With tools such as these at their fingertips, Robeson County management have all the tools they need to meet their key goals: protecting the environment, promoting public health, and providing high quality water services.

“AMCS Field Services allows everyone immediate access to important and updated information.”

Robeson County Water Treatment Supervisor

Find out how AMCS Field Services could help save time and improve quality for your utility

AMCS Field Services provides an effective fixed asset management solution for the utilities industry. Whether your utility provides water, natural gas, electricity, or a combination of all three – our software solution provides your team with visibility into field operations, sample management tracking, and the health of your infrastructure.

Request a demo today →