



SUCCESS STORY

TOWN OF ORLEANS WATER DEPARTMENT

Find out more about Field Services

All Expertise Matters: Protecting Institutional Knowledge with AMCS Field Services

Nothing beats experience. But what happens when the people with that experience retire and take vast amounts of institutional knowledge with them? That was the challenge facing Assistant Superintendent, Sue Brown, when she decided it was time to capture staff expertise at the Orleans (MA) Water Department.

In the quest to preserve her team's knowledge, Sue turned to AMCS Field Services, a unique asset management solution formerly known as Utility Cloud.

"We started using AMCS Field Services in 2010 to begin putting information into a central location where everyone could access it," she explained. "Essentially, we wanted to store the information that was in our heads within AMCS Field Services because when our senior people retire, that information will be lost."

From Work Orders to How-to-Videos

With the process underway, Sue began to realise the breadth of information that her team had at their disposal – all of which it was vital to record.

The town's water department manages water quality and wastewater treatment for 5.8K customers, managing an area situated on the 'inner elbow' of Cape Cod. The western side of the town is dotted with bogs and ponds, while the eastern area has inlets, islands, and harbours.

In an area with plenty of infrastructure to manage, Sue had a great deal of information to record and she set about capturing as much as possible.

"We have all our water customers on there with drawings and pictures," Sue revealed. "We do work orders through it for things like seasonal turn-offs and turn-ons. We have water mains on there, hydrants, hydrant maintenance schedules, valves, and gate valves."

"I have manuals on there for products and for assets so that my employees can go to the assets and grab a manual and troubleshoot, if they need to, or look up parts. Part numbers are stored along with where to buy things. I even have how-to videos so they can see how to change a pH probe, for example. AMCS Field Services does quite a lot."

In fact, today it might be easier to ask what information AMCS Field Services does not contain, rather than what it does.

Intelligent Reporting: The Killer Feature

Thankfully, AMCS Field Services now collates all these tools and resources, however, as Sue explained, finding the right solution was not easy.

"I was searching for asset management software for a long time and had tried several that just didn't have what I wanted. Then I was at a meeting with a customer who was using AMCS Field Services and they showed me what it could do. I thought, 'That's exactly what I've been looking for!'"

"For me, the killer feature was the Department of Environmental Protection (DEP) reporting. That's my main job and nobody else in the department knew how to do it. I really needed to get that process automated so that anybody could do it in case anything ever happened to me."

"Another thing I really liked is that AMCS Field Services isn't a cookie cutter solution. I can create reports myself and tailor them to how I want. There's no need to rely on a developer and I'm not just stuck with templates. It's also possible to create reports in Google and reports using the information in Excel. Actually, many of the features I rely on, I created myself and now everyone can use them."

Time-Saving Solutions

Another benefit of AMCS Field Services is its ability to generate huge time savings, not least by eliminating paper-based and manual processes. "With regards to asset management," Sue explained, "AMCS Field Services keeps track of work that we've done on an asset without having piles of paper."

"It gathers information for my reports at the touch of a button instead of me having to gather the data into Excel and manipulating it. In fact, it used to take me several days to generate my reports. Now it only takes me one. That's huge."

"Here's another way AMCS Field Services helps us save time," Sue revealed. "We exercise the gate valves every year to make sure they're working. Before we'd send the crews out with maps of where the gates were, and they'd just start turning, but we'd miss a lot that way and have duplication because teams wouldn't know where another crew began or left off."

"Now the crews can see in real-time which ones have been done and which ones haven't, so we're not missing any and not doing any of them more than once. AMCS Field Services simplifies the work, eliminates that duplication, and this way you have a record of it, too."

"I'd like to get our flushing program on there and our fleet management, too. I understand there are some towns that are using AMCS for that so I want to see how they're using it and jump on the bandwagon there, as well."

But Sue doesn't only want to help the town of Orleans; she is passionate that AMCS Field Services can benefit other utilities.

"I'm so impressed with AMCS Field Services that I've actually done presentations about it at New England Waterworks. I show them how we use it and the features that we use. People get excited about it and inevitably, they want to reap the same rewards."

"After the building of our six million-dollar treatment plant here in Orleans, I spent years looking for and testing asset management and preventative maintenance software in order to be proactive rather than reactive with its upkeep. I fell upon AMCS Field Services at a DEP training session and found what I had been looking for and so much more. The possibilities for what AMCS Field Services can accomplish seem endless."

Sue Brown
Assistant Superintendent

More Knowledge to Share

Since introducing AMCS Field Services in 2010, there's a great deal of knowledge that the Orleans water department has been able to document, however, as Sue Brown explained, there's still more she would like to transfer.

"There's a lot of things I want to implement in the future," she said. "I want to work more on using schematics and adding more manuals and information. More of an inventory of the parts and pieces in our buildings and the maintenance of those."

Discover how AMCS Field Services could benefit your utility team

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.

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