



SUCCESS STORY

CENTRAL STATES WATER RESOURCES

Find out more about Field Services

An Effective Solution for Managing and Maintaining Distributed Assets

Most large cities have water or public works departments to take care of their water and wastewater needs. But what about smaller communities without the resources for that kind of infrastructure? Well, that's where CSWR comes in.

Central States Water Resources (CSWR) provides water and wastewater management facilities for underserved communities in the middle of the United States. It's a challenging brief to organise work over such a large area and ensure regulatory compliance across all assets, but according to CSWR, the key to their efficient maintenance success is AMCS Field Services, formerly known as Utility Cloud.

Kaleb Stephens, environmental health and safety auditor at CSWR, explained, "We own multiple small water systems in underserved areas across several states and employ private contractors to handle maintenance in their locales. AMCS Field Services makes it easy for us to ensure proper maintenance is carried out in a timely manner, in compliance with all the regulations."

A Complete Operations, Maintenance, and Compliance Solution

AMCS Field Services provides easy-to-use software designed to enable utilities to efficiently manage their operations and maintenance. The intuitive nature of the Field Services solution helps users track asset health, streamline reporting, integrate field sampling, stay compliant, and more.

In fact, AMCS Field Services even allows CSWR to assign permissions across different contractors, giving each party the data and digital resources needed to do their specific jobs.

"For us, AMCS Field Services acts as a maintenance manager across all our facilities," said Kaleb. "It allows us to distribute

work and preventive maintenance schedules on a regular basis. We use it to track our assets and work done. That way we have an audit trail of maintenance performed when we go to the public service commissions for rate cases."

Delivering Mapping Tools for Increased Productivity

As Kaleb pointed out, not every maintenance software package is as easy to use as AMCS Field Services, so making the switch brought several time-saving advantages.

"Before AMCS Field Services, we were using eMaint, another maintenance management system, and Excel spreadsheets. What AMCS Field Services brought to the table that we found extremely helpful was the mapping feature, showing us where every asset is across different states.

"Also, AMCS Field Services provided better access for our users. It used to be that we'd get a call from a contractor requesting a corrective work order on an asset. Then we'd have to fill out the work order and call them back with an okay.

"Now they have the ability to generate work orders in the field. That was big for us because we were able to streamline our customer service and respond faster to emergency situations, which just makes for happier customers."

User-Friendly Software to Simplify Fieldwork

With a busy team of field-based engineers spread across the country, making data entry easier with a digital, mobile-friendly solution was another big plus for CSWR.

"One of the best things about AMCS Field Services," Kaleb explained, "is that it's so easy for the guys in the field to use. It's a lot more user-friendly than the ones I've worked with previously and I've worked with quite a few. For me personally, just having that knowledge and that database of information at my fingertips whenever I go out in the field definitely makes my job easier as an auditor."

Looking to the future, Kaleb expects this enhanced access to information to bring further benefits including better reporting and increased visibility into field operations.

"Going forward, I'm extremely excited to get into the reporting," Kaleb explained, "using AMCS Field Services for more of a regulatory database. It will be great to get test results into the cloud and be able to generate flow reporting instead of our field guys having to compile data over the past months or quarter to submit to the state."

Everything You Need for Utilities Management

Today, CSWR would be lost without the addition of AMCS Field Services helping to streamline maintenance and ensure compliance.

In fact, as Kaleb concluded, "AMCS Field Services is the perfect catch-all. We can do mapping and survey information. We can view and store data. We have a work order system. That's like everything you need in a system for operating a wastewater facility or water treatment plant.

"If someone asked me tomorrow: 'Hey, we're thinking about getting a new maintenance program, what do you recommend?' The first words out of my mouth would be 'AMCS Field Services.'"

Learn 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.

Request a demo today →