

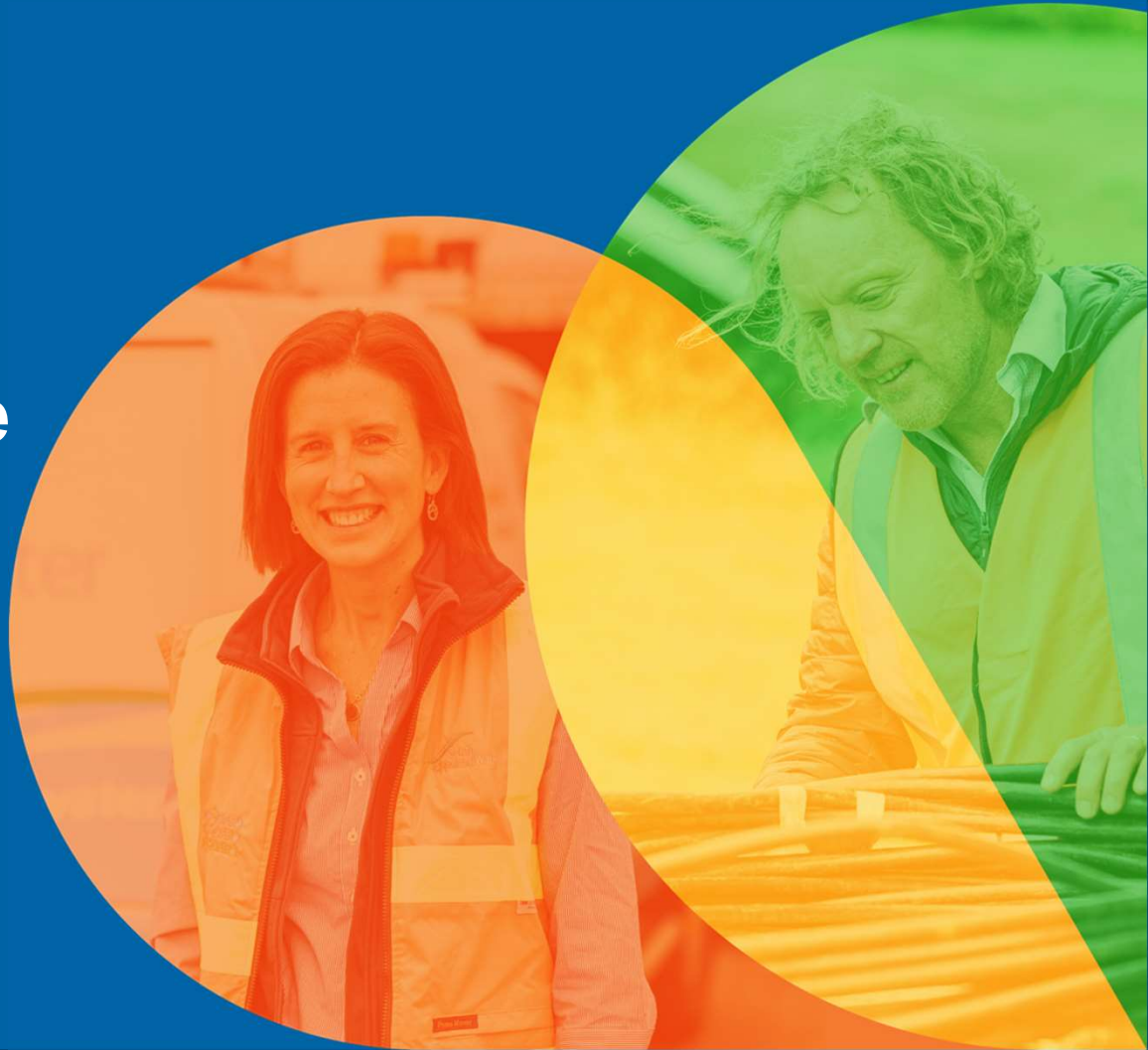


Infor User Conference The Nimbus Journey

August 2025



START SAFE 
WORK SAFE 
HOME SAFE 





Acknowledgement of Country

South Gippsland Water proudly acknowledges Aboriginal people as Australia's first peoples and the local Traditional Owners, Gunaikurnai and Bunurong, as the original custodians of the land and water on which we rely.

We pay our deepest respects to their Elders, past and present. We acknowledge the continued cultural, social, and spiritual connections that Aboriginal people have with the lands and waters and recognise and value that the Traditional Owner groups have cared for and protected them for thousands of generations.

In the spirit of reconciliation, we remain committed to working in partnership with Gunaikurnai and Bunurong to ensure their ongoing contribution to the future of the water management landscape while maintaining their cultural and spiritual connections.

This artwork is proudly featured on our Yarram Water Tower. It was designed by Gunaikurnai Elder Sandra Patten. It is a visual expression of 'Sitting On Country' where she feels at home and connected.

Our burning platform

- Two legacy systems out of support and at risk of failing
- An on prem system that needed modernisation
- Budget constraints
- Non compliance with regulators
- Manual processes which were inefficient and prone to risks of error
- Manual integrations
- Need to modernise our offering to customers



Our principles

- Adopt system processes and adapt ours
- Leverage design in the platform and only change where it is critical
- Only migrate quality data
- Opt for a single integrated platform across the functions – minimise integrations
- Anticipate the resource and budget requirements from the beginning
- Take SMEs from the business and back fill to allow them to focus on the project
- Bring the organisation on the journey
- Executive accountability and engagement is critical to the project success
- Proven in other water corporations

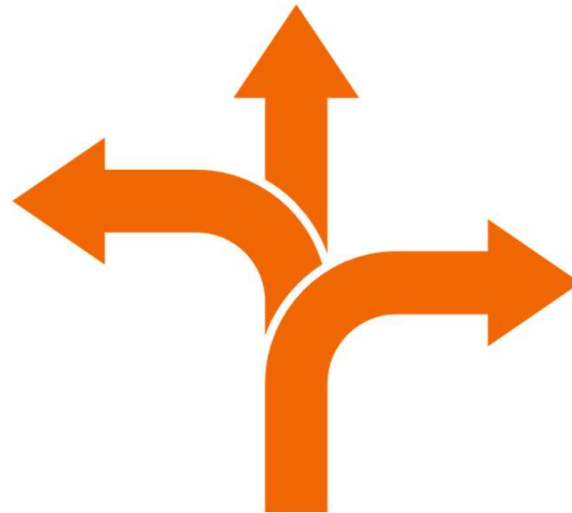
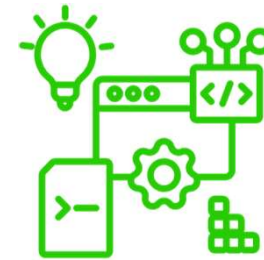


Our decision

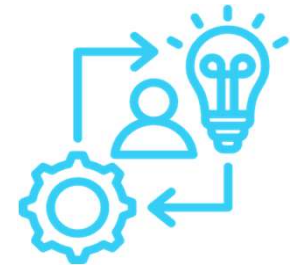


New cloud
instead of
taking OnPrem
to the Cloud

Infor as an ERP for
Asset, Works, Finance
and Billing



Implement
concurrently with a
go live date of 1
July 2025



Our journey

Business Case

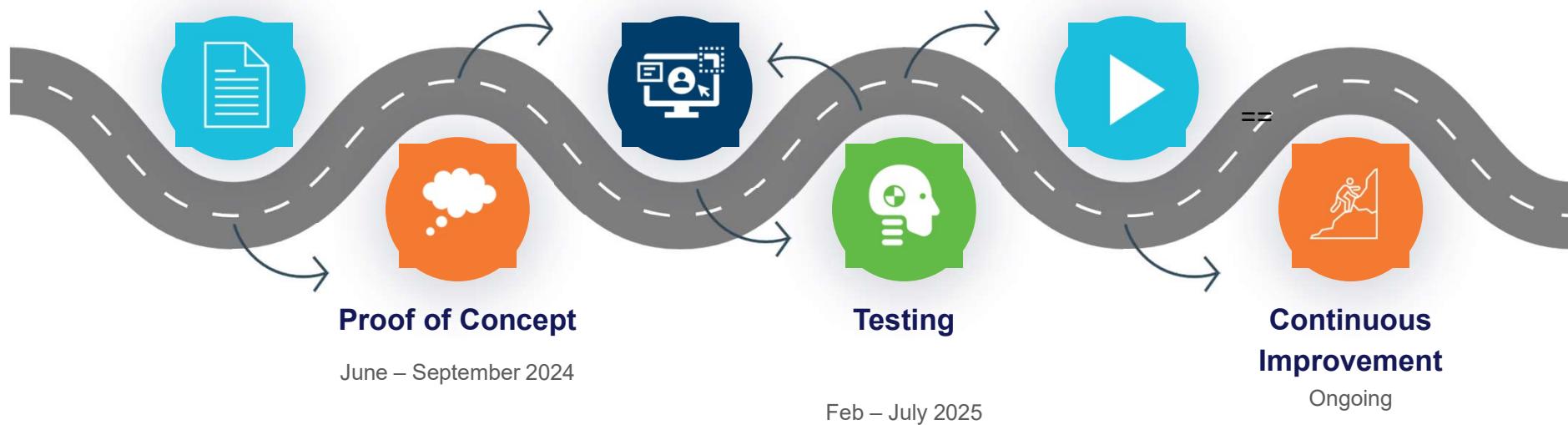
March – June 2024.

Design & Configuration

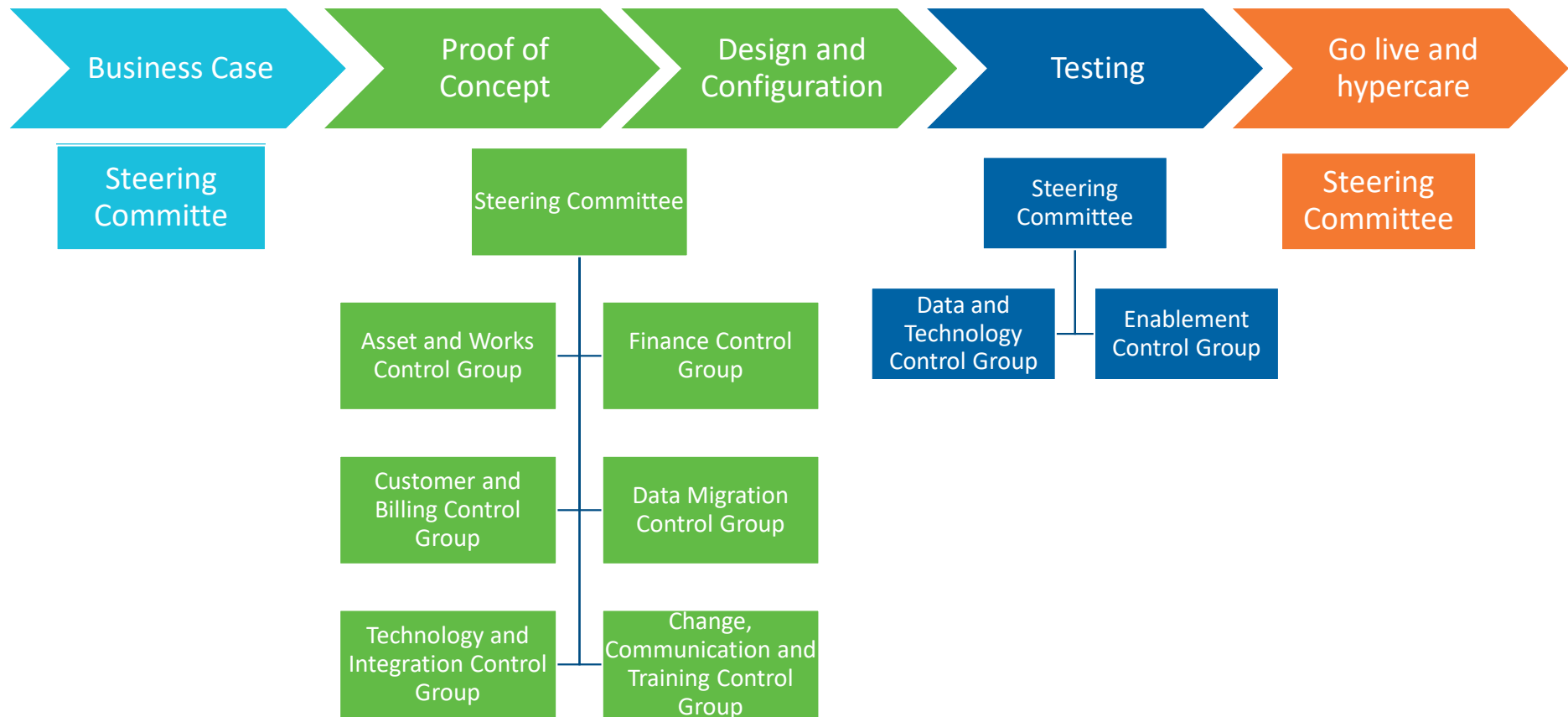
October 2-24 to Feb 2025

Go live

7 July 2025 .



Governance



Project Structure – we couldn't do this on our own



Data management

- Data quality assessment
- Data migration strategy
- Data ETL



Platform delivery

- Asset management
- Works management
- Finance
- CDR



Internal team

- Project Management and governance
- SMEs offline
- Technology and integration coordination
- Environment management and coordination



Business Case
Project Assurance



Implementation Partner

- Project Management
- Testing
- Training
- Communications
- Expertise surge capacity



Platform delivery

- Billing
- Customer portal

Challenges we faced

- Scrutiny after GWW events
- Visibility of the solution
- Environment access and refreshes
- Demands on resources
- Testing
- External integrations
- Change management
- Training
- Remote working



What worked

- Internal ownership and direction of project
- Shared commitment to outcomes
- Our partners
- Our executive and staff accountability and engagement
- Governance
- Agile processes within waterfall approach
- Assurance process
- Communications plan





Questions?

