



Central Highlands Water transition to Infor CloudSuite (ERP – Enterprise Resource Planning)

August 2025



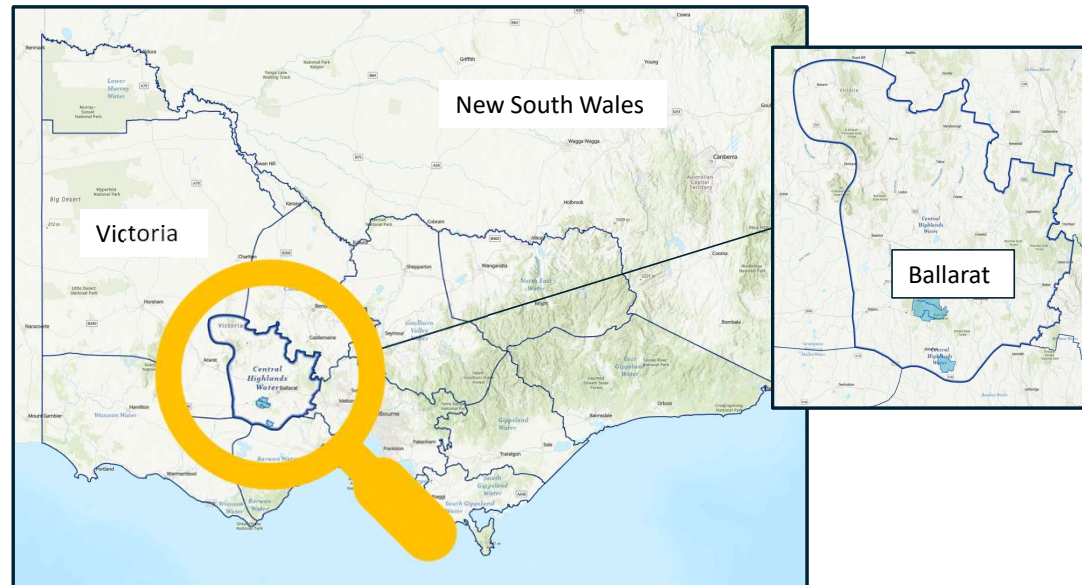


Agenda

- **Introduction** – Central Highlands Water (CHW)
- **CHW's journey** - adopting the Infor cloud solution
- **CHW's Program of Work – Enterprise Resource Planning (ERP)**
- **Technology, integrations and learnings**
 - **Stage 1** : Financial platform, Budgeting, Planning, Procurement, Contract Management
 - **Stage 2** - Migration of IPS On Premise to Infor CloudSuite, Billing, Asset Management and new modules/technology to improve solution
- **Questions and wrap up**

About : Central Highlands Water (CHW)

- Head office : Ballarat, Victoria
- Ballarat known for being 'Old, Cold and Gold'
- Large geographical region of 9,275 square kilometres



At a glance : Central Highlands Water (CHW)



Central Highlands Water - Strategy 2040



ERP CloudSuite
Program of work

ERP CloudSuite
Program of work



History of Project – suite of CHW Systems

CHW working with old financial systems ;

- Dynamics Great Plains - Procurement / General Ledger
- Budgeting and planning tool (Magiq)
- Decision MAX – contract management
- All posed differing security concerns

CHW IPS On Premise ;

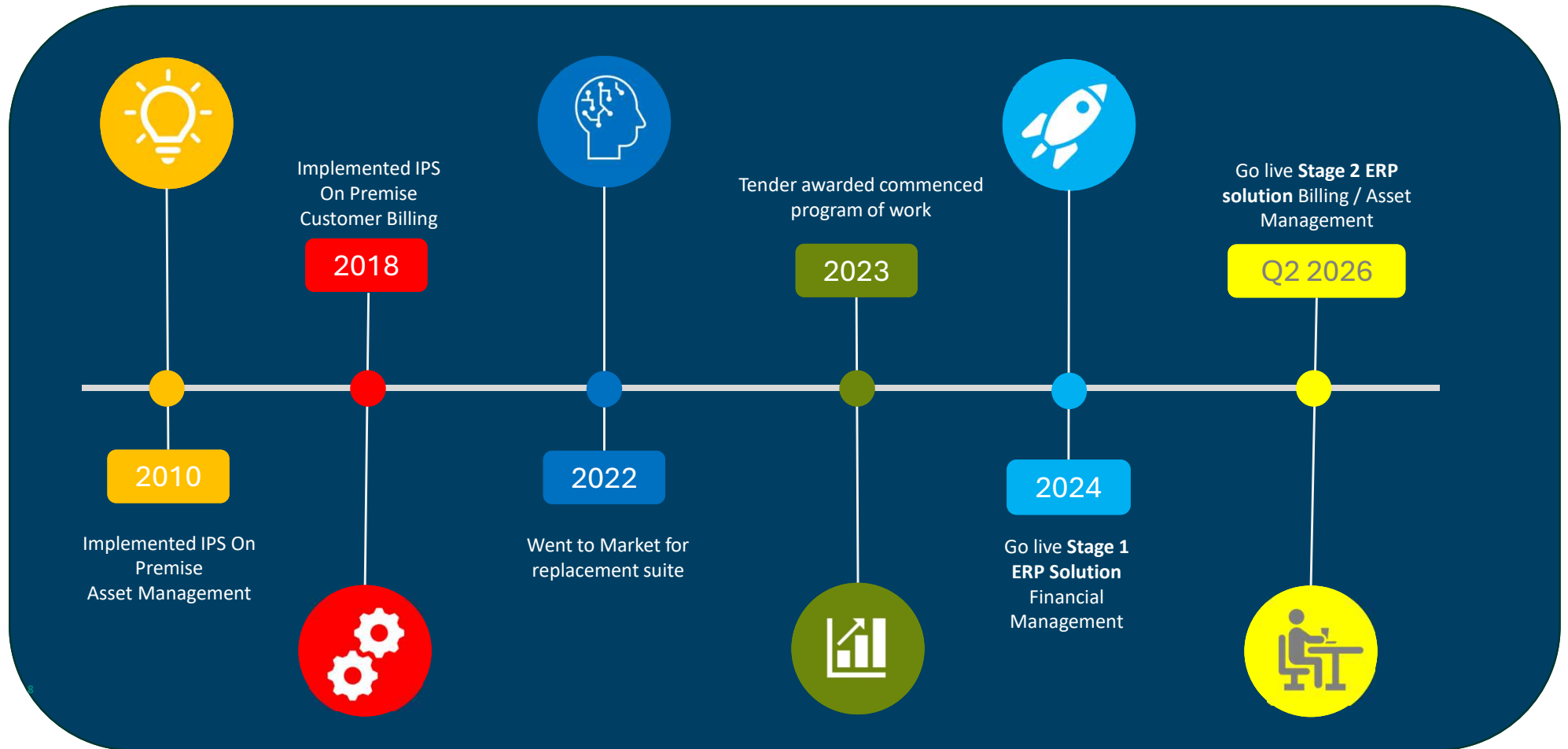
- Asset Management (15 years old)
- Customer Billing (8 years old)

History of Project - continued

- Audit highlighted risk & security concerns with CHW financial systems
- Initially CHW made decision to replace only the financial suite
- Revised decision -> CHW to go to market for a full ERP solution

.....let the **TENDER** process began.....

CHW – the complete journey



ERP Solution principles



- Adopt Infor CloudSuite 'out of the box' solution and adapt our processes to align
- Security – use of SCIM groups to synchronise Active Directory / Microsoft Entra ID to CloudSuite
 - ** SCIM = System for Cross-domain Identity Management
- Implement Role Based Access Control (RBAC) adhering to 'least privileged' access

Solution Benefits

CHW

Consistent / transparent reporting

Improved accuracy of expense management, forecasting, and project accounting

Improved financial/asset management

Single source of truth for financial, asset and billing information



Technology

Retire out of date / costly technology

Eliminate technical debt

Enhanced ability to integrate, share, and process data

Automatic updates / feature releases

SaaS / Cloud based

Security improvements



Customer

Improved customer / supplier satisfaction, when dealing with CHW on financial matters

Improved system and processes

Improved customer satisfaction

Standard – 'Out of the box' solution

Ease of use – one platform



Program of Work

Central Highlands Water - transition to Infor CloudSuite ERP

Stage 1 - Complete

Financial platform, including Budgeting, Planning, Procurement, Contract Management

Stage 2 - *in progress*



Migration of IPS On Premise to Infor CloudSuite, Billing, Asset Management and new modules/technology to improve solution



Current Support arrangements with Infor

CHW currently has one Infor Managed service that includes :

1. Managed Service – IPS On Premise

2. Managed Service – ERP CloudSuite (incl. Stage 1 extensions)

WORK IN PROGRESS

CHW ERP Stage 1

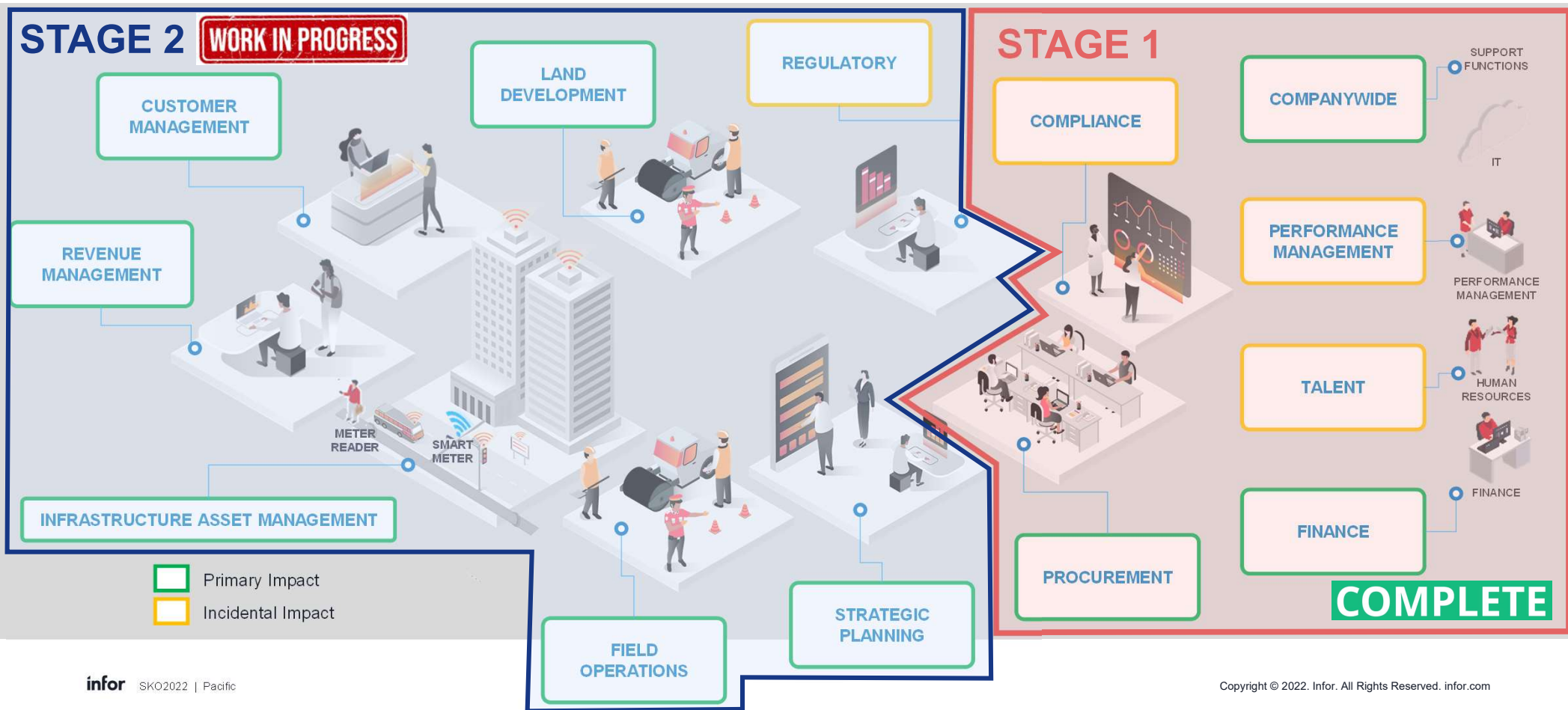
Financial platform, Budgeting, Planning, Procurement, Contract Management

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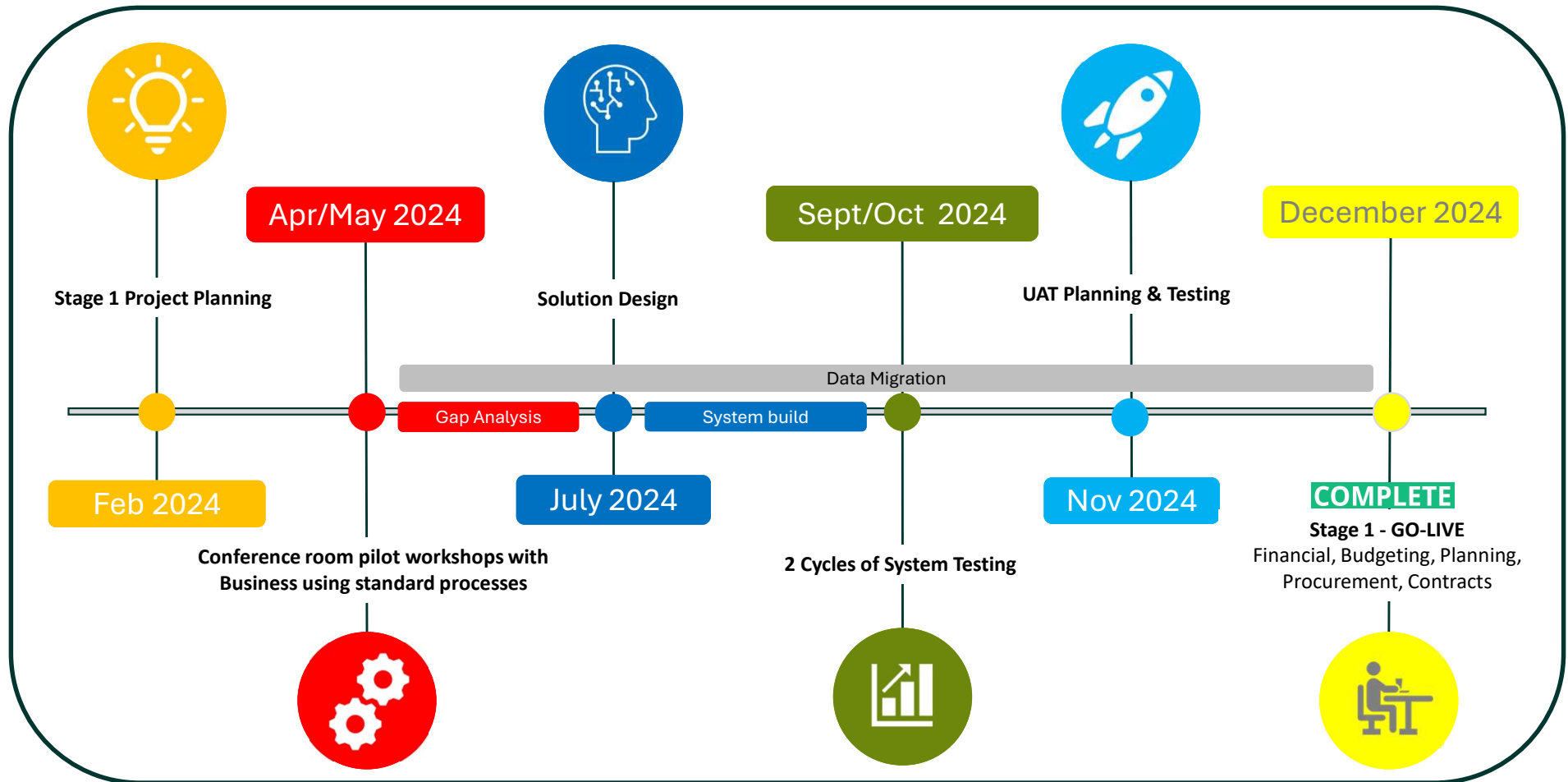
COMPLETE

Infor CloudSuite solution for Central Highlands Water



Stage 1 ERP Journey

Financials, including Budgeting & Planning



Stage 1 - Integrations

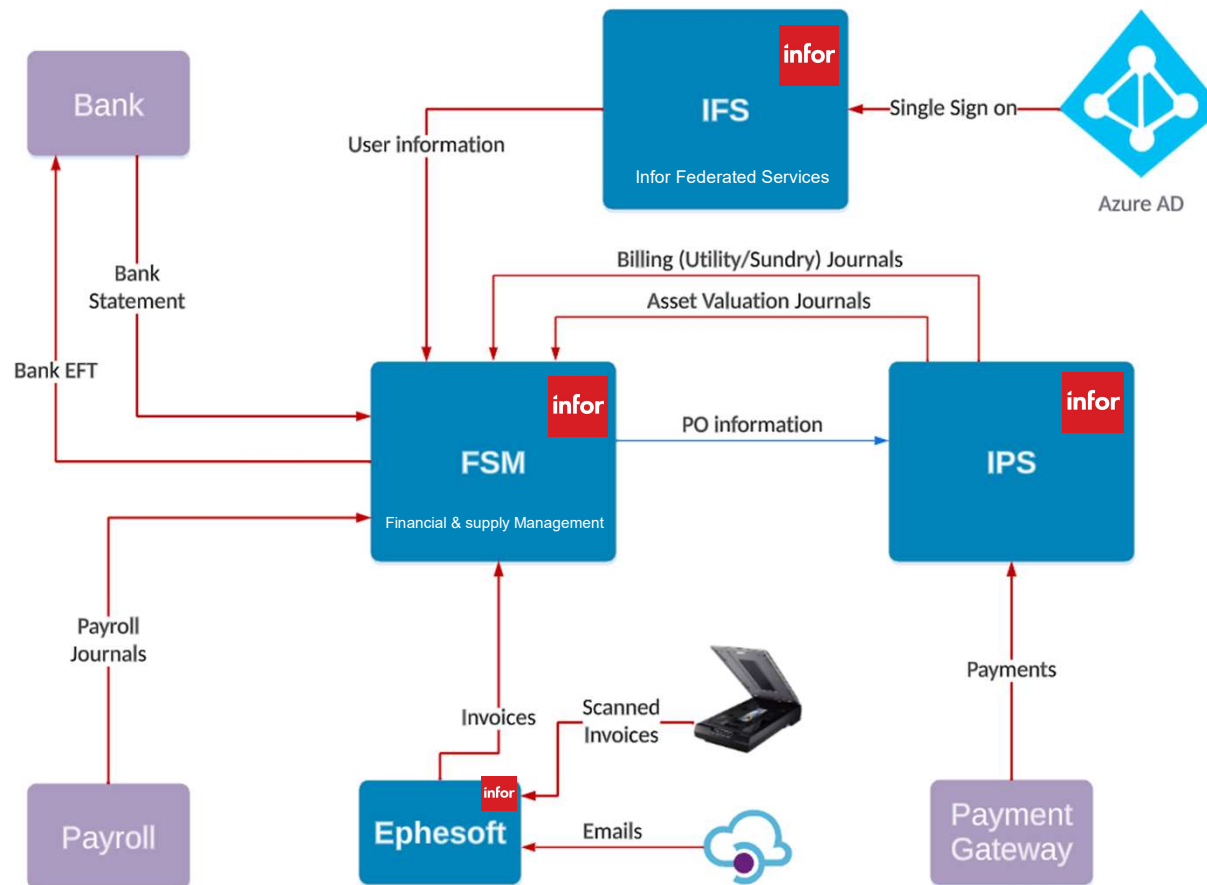


Diagram key

- System integration
- Manual interface
- Non Infor application
- Infor application

Lessons learned - ERP Stage 1



Under-resourced

**Need for more accurate
resource planning**

Change management under-resourced

Too light for a large-scale project

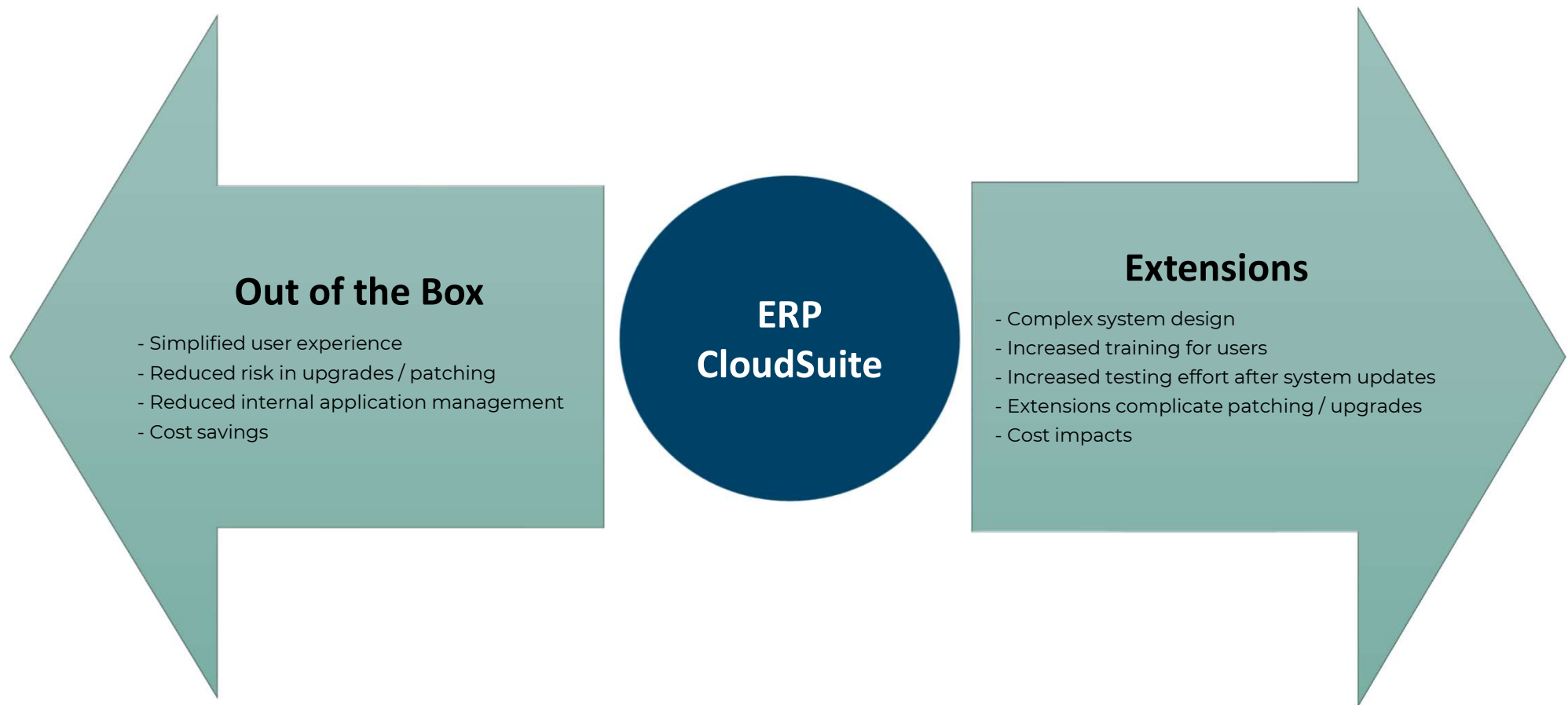
**Business felt 'Subject Matter Experts'
did not consult enough**

More training required

**'Out of the box' vs extensions not
well understood**

**Too many extensions implemented,
causing complication & cost impacts**

CloudSuite – ‘Out of the Box’ vs ‘Extensions’





Extension removal after implementing Stage 1 solution

- CHW implemented 13 extensions (customisations)
- Post project removed 8 extensions -> 5 extensions remain
- Extensions proven not essential after using the system
- Removed after 6 months

ERP Stage 1 now live

CHW business areas now using ERP Stage 1 system, business as usual

- Financial platform 
- Budgeting and Planning 
- Procurement 
- Contract Management 
- Decommissioned old environments – eliminated security concerns 

COMPLETE

CHW's ERP – Main Welcome screen

The screenshot displays the CHW's ERP Main Welcome screen. The interface includes a top navigation bar with tabs for 'Financial Reporting' and 'CHW Welcome Page'. A left sidebar contains sections for 'Workspaces', 'Bookmarks', and 'Applications'. The main content area is divided into several panels: a greeting panel for 'Fred', a 'Task List' panel showing 'No Tasks Available', a 'Workflow Viewer' panel with a question mark icon, an 'Announcements' panel with links to guides, and an 'Alert List' panel showing 'No Alerts Available'. Annotations in green boxes with arrows point to specific elements: 'OS Application' points to the 'OS' item in the Applications list; 'Applications / search / favorites / bookmarks' points to the 'Applications' section in the sidebar; 'Available apps dependent upon SCIM access group' points to the 'OS' item in the Applications list; 'Task list for actioning approvals' points to the 'Task List' panel; 'Announcements to CHW users : Monthly patching / upgrades' points to the 'Announcements' panel; and 'How to quick links to documentation' points to the 'How to Guides' section in the Announcements panel.

Financial Reporting CHW Welcome Page

Search this menu

Workspaces

- CHW Welcome Page
- Add a Workspace

Bookmarks

- Karen's faves
- Manage Bookmarks

Applications

- Financials & Supply Management
- Document Management
- Inbox
- OS**
- EPM Administration
- CSF Analytics
- Financial Reporting
- EPM Business Applications
- Capital Projects
- See less

Central Highlands Water
Tuesday 22 July 2025

FS

Good morning,
Fred

Task List

No Tasks Available

Workflow Viewer

Announcements

Welcome to the Central Highlands Water CloudSuite ERP application portal.

How to Guides

- [How to raise a Purchase Order](#)
- [How to receipt against a Purchase Order](#)
- [Access the Inflow 'ERP Resource Hub'](#)

Alert List

No Alerts Available

OS Application

Applications / search / favorites / bookmarks

Available apps dependent upon SCIM access group

Task list for actioning approvals

Announcements to CHW users : Monthly patching / upgrades

'How to' quick links to documentation

Testimonials

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The new ERP system has enhanced finance and procurement operations by streamlining workflows and approvals to align with our internal Instrument of Delegations. It has increased real-time visibility of purchase orders, approvals and invoices, improved efficiencies and enabled budgeting, forecasting and variance reporting from the same environment.

Rebecca – Head of Finance

”

The move to CloudSuite FSM, and ability to combine Procurement & Finance data has given us a better understanding of our business and has enabled us to make more informed decisions

Mark – Manager Procurement & Facilities

Testimonials

”

“FSM allows us to save invoice documents in the system allowing us to efficiently search and download invoices for our Auditors. The ability to save documents against journals has enabled us to keep supporting documents with journals, this makes it easier when looking at why a journal was posted six months later. In the past, all this documentation was saved in places and difficult to find when required”

Blake – Team Leader Financial Accounting

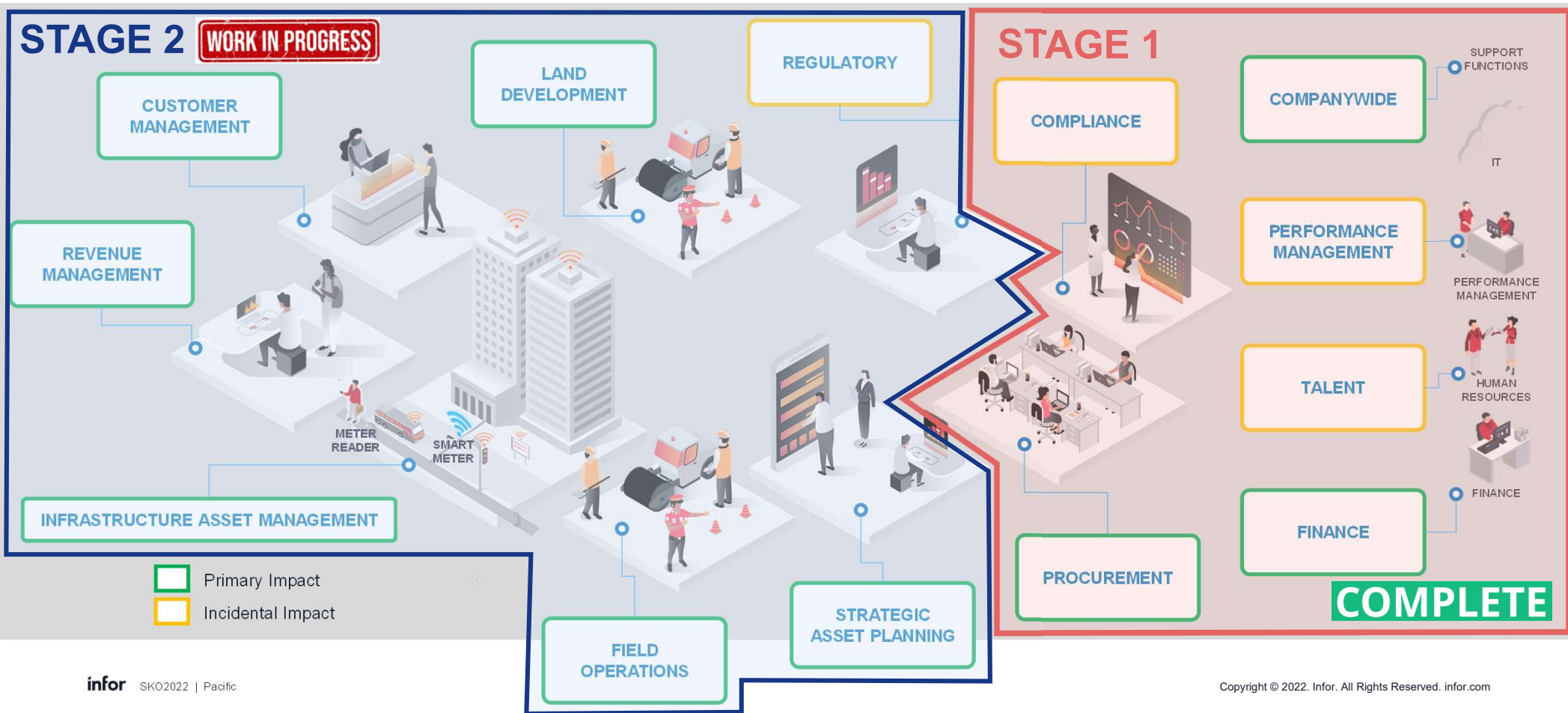
CHW ERP Stage 2

Migration of IPS On Premise to Infor CloudSuite

Billing, Asset Management and new modules/technology to improve solution



Infor CloudSuite solution for Central Highlands Water



Stage 2 – Scope high level

Infor CloudSuite Public Sector Products (IPS)

**Business
Intelligence
Reporting (BIRST)**

**IPS and Public
Sector Reporting**
(replaces custom
SSRS reports)

**Infor Field
Inspector**

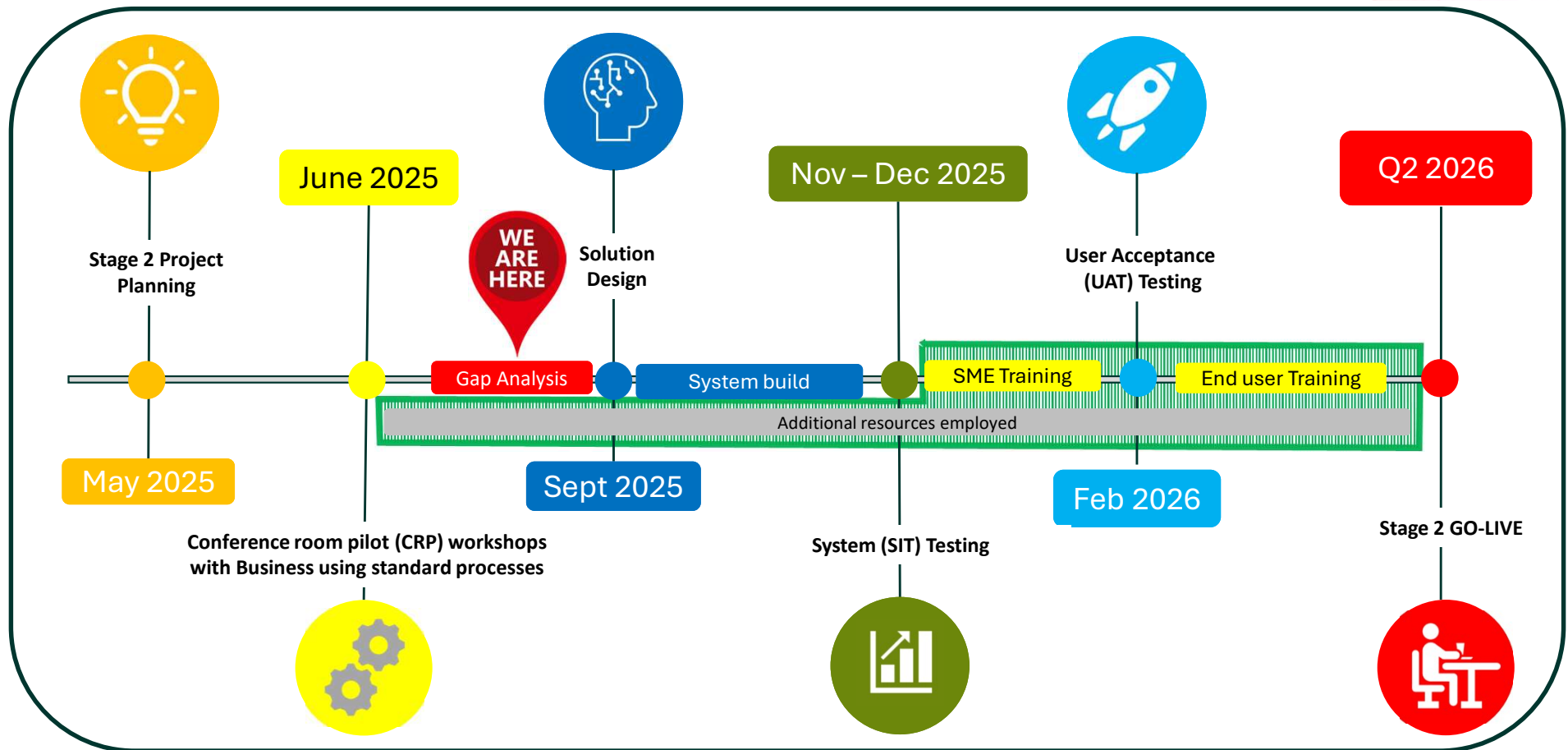
**Rhythm for Civics
Billing Portal**
(replaces existing Infor
Dynamic Portal)

**Infor UAP
(Training)**

WORK IN PROGRESS

Stage 2 – Where are we on our journey?

WORK IN PROGRESS



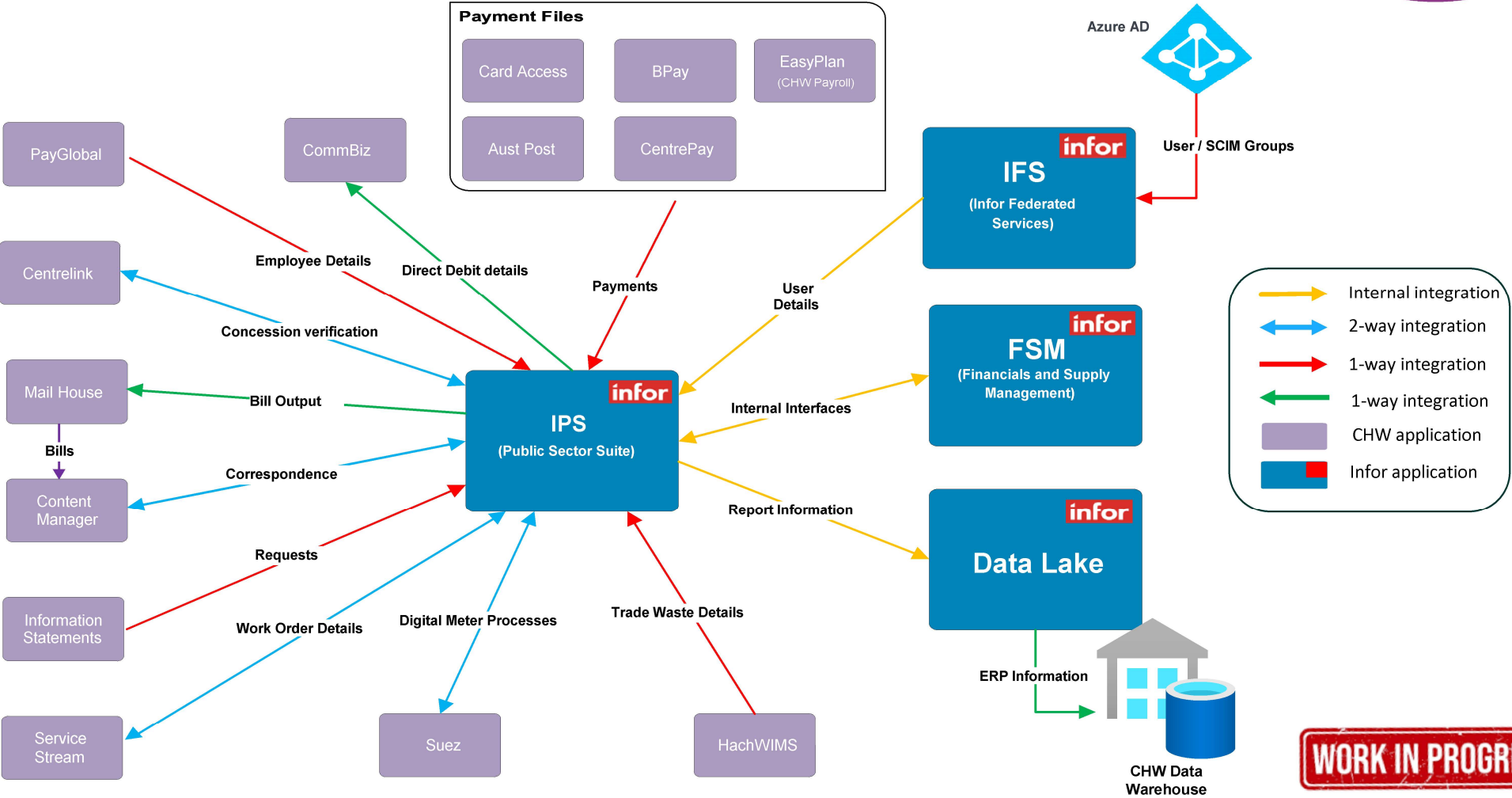


Stage 2 – Project Planning and Conference Room Pilot (CRP) stages - Completed

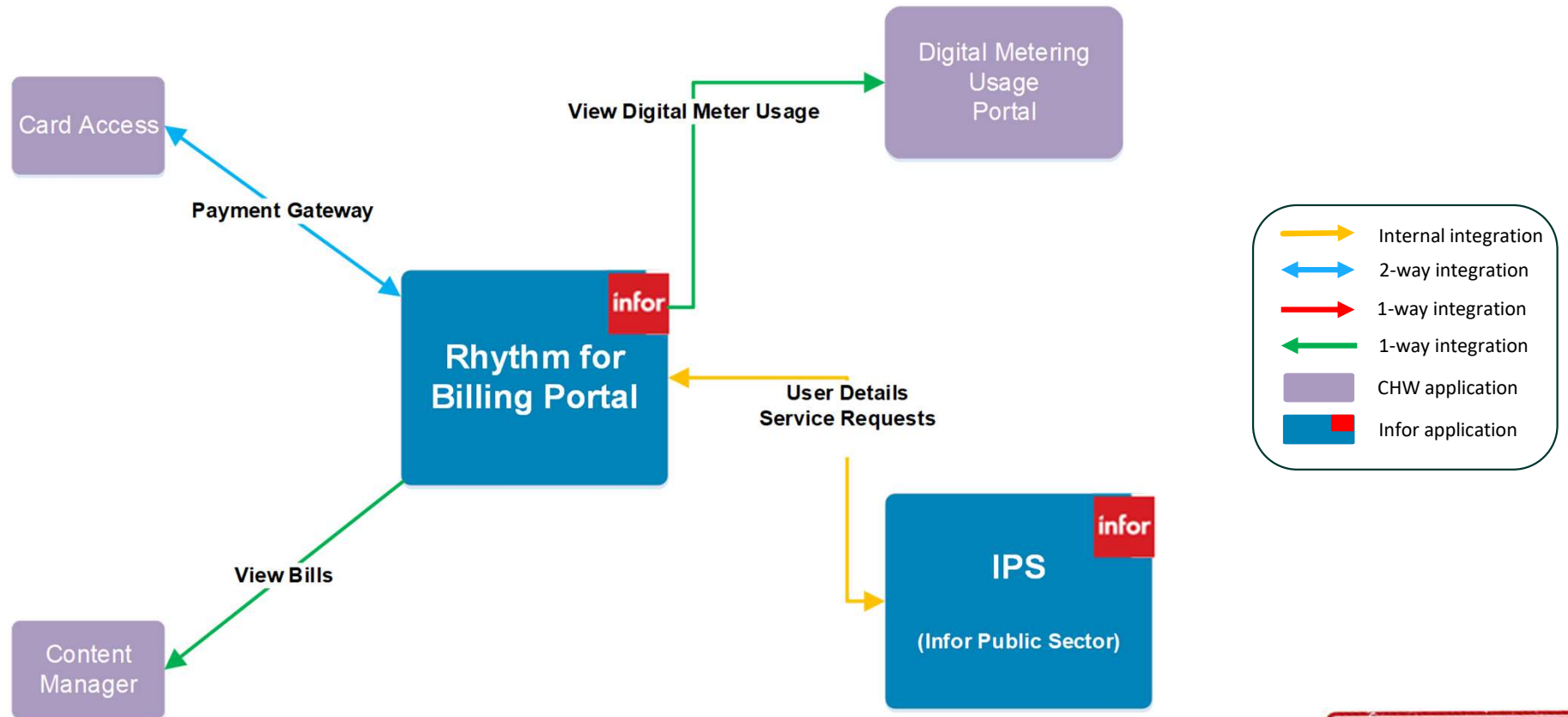
- During the Stage 2 Project Planning stage:
 - Identified 980 “customisations” within CHW ‘On Premise’ IPS Application
 - Identified approximately 200 reports developed outside of IPS using IPS data (SSRS and Power BI)
- During CRP the following issues identified:
 - Billing – 108 items
 - Asset - 93 items
 - CDR - 29 items
- Both stages also included review of all planned integrations.

WORK IN PROGRESS

Stage 2 – Planned Integrations



Stage 2 – Planned Integrations



WORK IN PROGRESS



ERP STAGE 2 GO-LIVE QUARTER 2, 2026



Questions?

Think of a question later? Catch us during the conference for a chat



Thank you

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