



START SAFE 
WORK SAFE 
HOME SAFE 

NIMBUS Project

SGW move to the cloud with
Billing, Finance and Asset
Management





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.

Introductions

- Rod Murray – Manager Maintenance and Service delivery
- Lisa Meekings – NIMBUS Area Specialist – Optimisation and Planning Officer
- Lucy Allsop - Development and Growth Manager

In this session we will leading you through South Gippsland Waters Nimbus project where over the past 12 months we have moved our Billing, Finance and Asset management systems to the Infor suite.

As SMEs on the project we hope to give you an insight on what to consider when trying to do such a massive project in 9 months from start of project to go live on July 7.

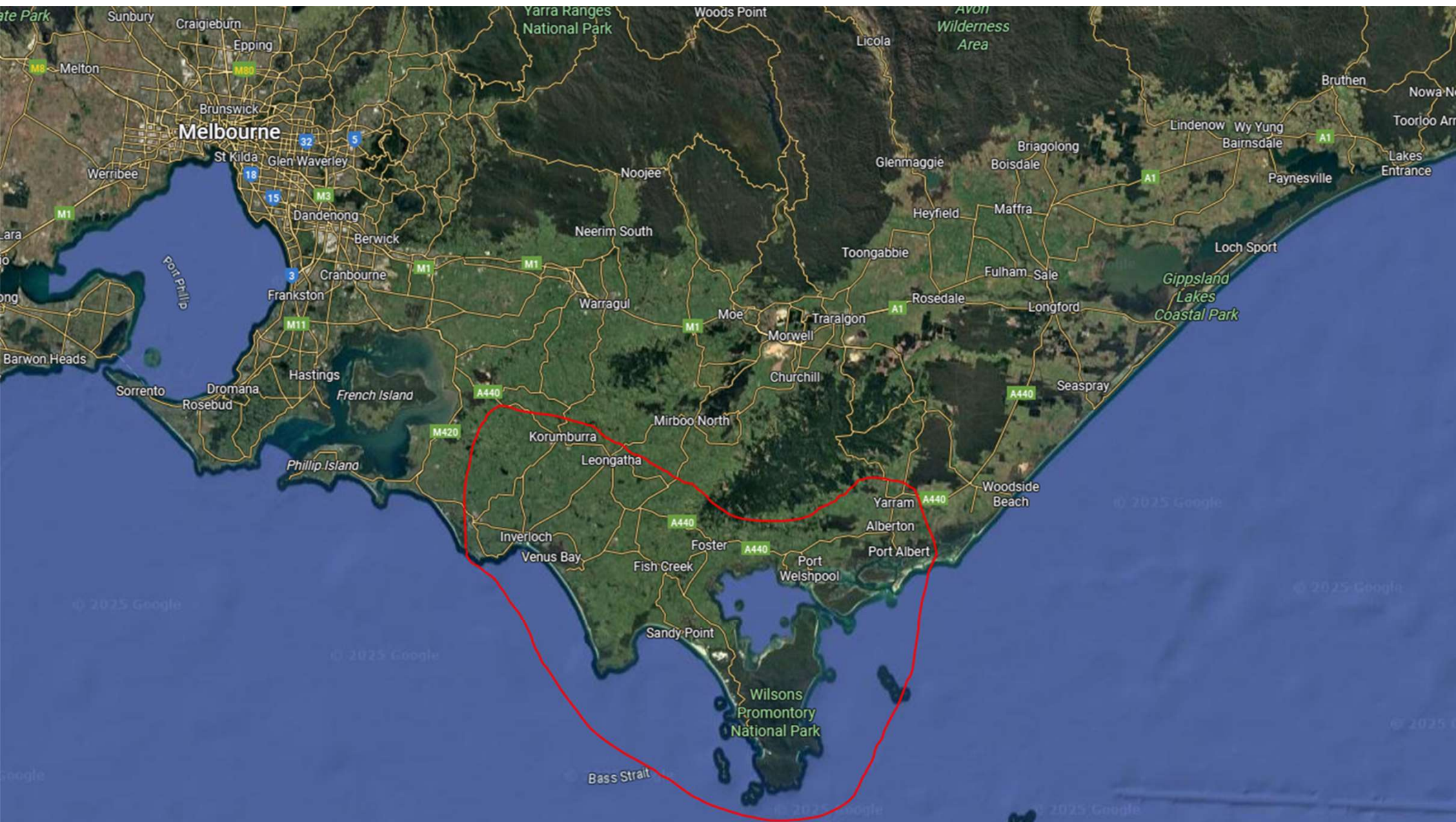


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About us

South Gippsland Water





Service summary- Water

- **Headworks**
- Water catchments with a total area of 1,234 square kilometres
- Eight separate water supply systems
- Eight water treatment plants
- 750 km of water mains
- 13 reservoirs and 18 service storages
- 4,476 million litres (ML) annual volume of drinking water supplied to customers
- Servicing 22,361 customers over 22 rural centres

Service summary-Wastewater

Wastewater services

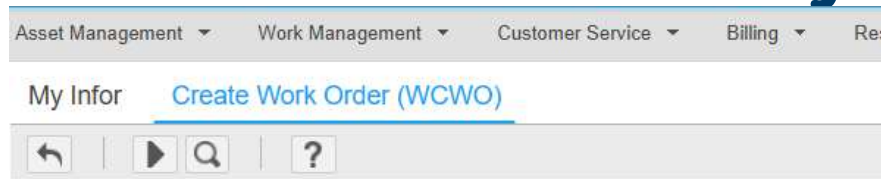
- 10 conventional wastewater collection systems
- One vacuum wastewater system
- Two pressure sewer systems
- 11 sewerage treatment plants
- One dedicated saline trade waste system
- 538 km of wastewater mains
- Five marine environment outfalls
- Three inland water discharge points
- Collecting 4,550 ML and treating around 3,480 ML of wastewater
- Servicing 20,199 wastewater customers in 16 townships and surrounding districts

The SGW Team

140 Staff with all services performed in house. Contractors are used to supplement when required.

- Capital Infrastructure
- Planning and connections
- Customer Service and Billing
- Call Centre
- Plant operation
- Network maintenance
- Electricians
- Mechanics Water Main Renewal Team

SGW Work Order Activity Codes



- ▼ Activities
 - > 📁 Capital Works
 - > 📁 Facility Management
 - > 📁 New Connections
 - > 📁 Sewer Network
 - > 📁 Sewer Reuse & Disposal
 - > 📁 Sewer Treatment
 - ▼ 📁 Water Headworks
 - > 📁 CIVIL
 - > 📁 ELECTRICAL
 - ▼ 📁 MECHANICAL
 - 📄 WHMECDE - WATER HEADWORKS - MECHANICAL - Decommission
 - 📄 WHMECFIX - WATER HEADWORKS - MECHANICAL - Repair
 - 📄 WHMECIN - WATER HEADWORKS - MECHANICAL - New Installation
 - 📄 WHMECREPL - WATER HEADWORKS - MECHANICAL - Replace
 - 📄 WHMECSER - WATER HEADWORKS - MECHANICAL - Service
 - > 📁 SCADA
 - > 📁 Water Network
 - > 📁 Water Treatment
 - > 📁 Works Management

SGW Work Order Activity Codes

Asset Management ▾ Work Management ▾ Customer Service ▾ Billing ▾ Resources ▾ System ▾ Portal ▾

My Infor Create Work Order (WCWO) Work Order InfoViewer

Work Order # 2215 - AWAITING PLANNING

Activity Code **WHMECIN** WATER HEADWORKS - MECHANICAL - New Installation

[Asset](#) Water Pump 1766036
Pump 2 -Wash Water (P7122)

Summary **Information** Attachments Location Status Checks Multiple Asset Replacement New Asset Installation Waste Management Milestone Log Risk As

Work Order Information

Initiated	25/08/2025	08:57	Source		Authorization	WT
Scheduled Start	25/08/2025	08:57	Maintenance Type	BD	Responsible	MEC
Scheduled Finish	25/08/2025	09:57	Problem		Assigned To	JamieL2915
Due	9/09/2025	08:57	Priority	P3	Assigned Contractor	
Initiated By	ShaneM877		Service Request		Reference #	
Project			Estimated Cost	0.00	Group Project	
Budget Number	SGW-1-251304-1-43-2110-888-					
☐ Out of Service ☒ Potential Service Request Incident Inspection						
Started	/ /	:	Result			
Closed	/ /	:	Condition			
Closed By			Actual Quantity	0.000		
Hours	0.00		Usage	0.000		
Down Time	0.00		Asset Valuation Type	EXPENS		
☐ Major Failure ☐ Cancel Work Order						

☐ Show GIS Info