



Wastewater Treatment Plant More Accountable Via Business Intelligence Portal

A large multinational corporation that owns, operates, and maintains water and wastewater treatment plants was awarded an incentive-laden contract to operate and maintain two advanced wastewater treatment facilities (AWT) and collection system for a large midwestern city.

The incentives ranged from maximizing flow during a wet-weather event and reducing collection system overflows (sometimes waste goes directly into rivers and streams), to maximizing the firm's use of minority- and female-owned supplier businesses.

Despite its success in winning the contract, the organization quickly realized that it had no effective means of responding to the incentive reporting requirements. As a result, it wanted to develop a management dashboard that would allow both the company and the city to monitor performance in near-real time.

Ultimately the company decided to seek outside assistance and retained USC Consulting Group (USCCG), a management consulting firm highly regarded for its prowess in the

area of business intelligence. The assignment was to develop an automated business intelligence portal with reporting capabilities focusing on 11 contract incentives, which were worth a potential \$7 million annually.



- ## Key Deliverables
- LINCS core model
 - Enterprise portal
 - LINCS administrative toolkit
 - Data entry tool
 - Report objects
 - Integration extension (electronic links to legacy data historian and legacy management systems)
 - System and user documentation

To meet this goal, USCCG utilized an iterative development approach, beginning with the end in mind. The consulting team spent four weeks understanding the AWT facilities' physical plant organization and the organizational hierarchy of the data contained in six legacy systems which had to be retrieved and integrated using USCCG's LINCS® interface.

Additional steps involved creating definitions to illustrate the layout and content of the required reports, necessary data elements, and the source data tags, before developing the core-reporting model. Once this specification development work was completed, the firm undertook a significant programming effort to write the procedures for extracting the data from the legacy systems, import, store, and manipulate it. By project-end, some 55 reports and their required queries were developed.

Finally, USCCG deployed its Proxim-IT™ business intelligence portal, which gives city management near-total visibility into a series of scales that measure and depict the water company's attainment of the various threshold requirements of each incentive.

According to the wastewater treatment plant's general manager, "One of the key business benefits of this solution is better performance management. The management dashboard helps both parties effectively measure and manage the company's delivery against key metrics."

"One of the key business benefits of this solution is better performance management. The management dashboard helps both parties effectively measure and manage the company's delivery against key metrics."
 General Manager, Wastewater Treatment Company



For more information, contact us at 800-888-8872 or www.usccg.com.



© USC Consulting Group, LLC