



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

