

## Eastern Municipal Water District Selects AAC Utility Partners to Lead Implementation of New Customer Information System

Delivering world-class customer service and operational excellence through advanced technology is a guiding principle for Eastern Municipal Water District (EMWD). Having designed, built, and operated the District's current Customer Information System (CIS) for more than 25 years, EMWD realized a new system and capabilities was necessary to continue delivering the world-class customer experience and services expected by its constituents.

Realizing the complexity and risk of a CIS replacement, EMWD elected to utilize a consultant that specializes in mission-critical software initiatives. Through a competitive process, EMWD performed the necessary due diligence in the selection of a strategic partner. The team started with initial research, followed by attending an industry-specific conference and meeting with various consultants, and concluded with a rigorous competitive Request for Proposal process.

After its analysis, EMWD's selection team made the decision to partner with AAC Utility Partners. There were a few key factors that were instrumental in EMWD's decision to select AAC. First was AAC's experience and knowledge of the industry and the software vendors and system integrators; EMWD felt very confident in their ability to educate and prepare them for the project. Second, EMWD was impressed that AAC has a formal and documented methodology and tools, NavigateOne™. Lastly, AAC's NavigateOne™ Statement of Work, negotiations experience, and ability to lead EMWD through the vendor negotiations was invaluable.

Recognizing that the success of a mission-critical system project is not measured by the selection of software, but rather the implementation, EMWD sought the expertise of an experienced consultant to assist in the management of the implementation project and the software vendor/system integrator. Through a separate procurement process, EMWD solicited for a project management firm and a number of key leadership roles to guide their project team. EMWD selected AAC Utility Partners to provide Project Management, Test Leadership, Test Automation, Organizational Change Management, and Training Leadership. EMWD will also be utilizing AAC's iCue Enterprise Project Management Software Suite and AAC's NavigateOne™ for ALM Testing solution built on MicroFocus ALM.

Rick Cutter, AAC Managing Partner, expressed, "We are very appreciative of the confidence that EMWD has entrusted in AAC Utility Partners. A CIS replacement is a high-profile project for a utility, and we place the highest recognition on our responsibility to help make this initiative a great success.

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This project will allow EMWD to continue with its high quality and innovative service for its constituents as well as for operational improvements. We look forward to our continued partnership with the EMWD.”

**Eastern Municipal Water District (EMWD)** is the water, wastewater service, and recycled water provider to more than 825,000 people living and working within a 555-square mile service area in western Riverside County. With nearly 70 years of experience, EMWD is California’s sixth-largest retail water agency and provides service to retail customers located within the cities of Canyon Lake, Hemet, San Jacinto, Menifee, Moreno Valley, Murrieta, Perris, and Temecula, as well as the unincorporated communities of French Valley, Good Hope, Homeland, Lakeview, Mead Valley, Murrieta Hot Springs, Nuevo, Romoland, Valle Vista, and Winchester. EMWD also supplies water on a wholesale basis to the cities of Hemet, San Jacinto and Perris; Lake Hemet Municipal Water District; Nuevo Water Company; Rancho California Water District; and Western Municipal Water District. EMWD operates four water reclamation facilities generating approximately 46 million gallons of treated wastewater daily, two water filtration plants, and two groundwater desalination facilities.

**AAC Utility Partners, LLC** provides consulting services exclusively to utilities for the transformation of mission critical systems. AAC is a vendor-independent consulting firm providing services for CIS and other mission critical systems. AAC assists clients in the areas of Strategy/Assessment, Selection, Cloud Adoption, and Project Implementation Leadership Services (utility-side only). Through its foundational methodology - NavigateOne™ - AAC pioneered a proprietary set of processes, tools, templates, and software completely scalable and customizable to the unique needs of utilities software initiatives. AAC is the leading independent Cloud consulting firm focused on utility industry specific applications and business process services.