



PROFILE:

Name: San Jose Water Company

Web site: www.sjwater.com

Founded in 1866, San Jose Water Company is an investor-owned public utility, and is one of the largest and most technically sophisticated urban water systems in the United States. The utility serves more than one million people in the greater San Jose metropolitan area with high-quality, life-sustaining water and an emphasis on exceptional customer service. San Jose Water also provides services to other utilities, including operations and maintenance, billing, and backflow testing. San Jose Water is owned by SJW Corp., a publicly traded company listed on the New York Stock Exchange under the symbol SJW.

KEY BENEFITS:

- Maintains data efficiently and leverages it in a variety of applications
- Increases productivity
- Supports interoperability with an open system that allows data to be housed in an Oracle database
- Supports the efficient management of infrastructure and replacement of aging assets

PRODUCTS USED:

- GeoMedia® suite of products

SAN JOSE WATER MAINTAINS INFRASTRUCTURE WITH INTERGRAPH® SOLUTIONS

Comprehensive, Open Geospatial System Enables Utility to Improve Infrastructure Management

THE CHALLENGE:

The San Jose Water Company, one of the largest and most technically sophisticated urban water systems in the United States, has delivered safe, clean water to its customers for more than 140 years. Its infrastructure includes water mains built more than 100 years ago, as well as those built 40 to 50 years ago when San Jose experienced explosive growth. Due to wear and tear, the utility needs to closely monitor the mains and repair them in a timely fashion.

As the San Jose metropolitan area continues to expand, the utility recognized the need to improve data management for its physical network. Decision-makers wanted a geographic information system (GIS) that could identify and prioritize mains that needed to be replaced, as well as pinpoint water main leaks. San Jose Water required an open system that could deliver geospatial data in many different forms to employees and customers, whether it was via the Web or with custom-built maps, and better manage mapping, asset, and maintenance records.

THE PROJECT OBJECTIVES:

- Improve infrastructure management
- Ensure easy access to GIS data for multiple users
- Boost productivity, cut costs

THE SOLUTION:

Initially, San Jose Water wanted to integrate GIS data to create digital maps. Today, the California utility is viewed as an industry leader in incorporating GIS data into its daily operations. San Jose Water uses the Intergraph® GeoMedia® family of products for multiple applications, including cartographic production and data management. It benefits from Intergraph's integration with an Oracle environment, using the open GIS platform to deliver data to employees and customers.

This significantly boosts productivity, saves time, and helps reduce costs. In addition, the utility can use GIS data to produce regulatory reports on the costs associated with replacing or repairing specific mains.

“GIS has definitely boosted our productivity, and there’s obviously a cost benefit associated with that,” said Jeff Hobbs, GIS coordinator for the San Jose Water Company. “Data as a whole can be used in so many ways. We use it in an IT-centric role as a tool to solve problems, manage our assets, and improve overall management. With an information-based management system, we can easily pinpoint water main leaks, determine which mains need to be replaced, and rank them by priority. The openness of our system allows us to easily house data in our Oracle Spatial database, as well as leverage it in a multitude of other applications, such as our customer information system (CIS) and more mainstream applications, such as Google Earth.”

San Jose Water also uses the technology to determine important factors, such as whom the utility will impact if it closes a particular valve.

THE FUTURE:

San Jose Water is a utility that truly understand the benefits of a comprehensive, geospatially powered infrastructure management solution for improving water management and replacing aging and crumbling infrastructure. Moving forward, the utility plans to evaluate additional Intergraph GeoMedia capabilities to further enhance the information and maps it shares with key stakeholders.

ABOUT INTERGRAPH

Intergraph is the leading global provider of engineering and geospatial software that enables customers to visualize complex data. Businesses and governments in more than 60 countries rely on Intergraph’s industry-specific software to organize vast amounts of data into understandable visual representations and actionable intelligence. Intergraph’s software and services empower customers to build and operate more efficient plants and ships, create intelligent maps, and protect critical infrastructure and millions of people around the world.

Intergraph operates through two divisions: Process, Power & Marine (PP&M) and Security, Government & Infrastructure (SG&I). Intergraph

PP&M provides enterprise engineering software for the design, construction, and operation of plants, ships, and offshore facilities. Intergraph SG&I provides geospatially powered solutions to the defense and intelligence, public safety and security, government, transportation, photogrammetry, utilities, and communications industries.

For more information, visit www.intergraph.com.

