PRIMARY CUSTODIAN	VENDOR	PRODUCT	PURPOSE	TYPE OF DATA	COLLECTION FREQUENCY	UPDATE FREQUENCY	SB272 REPORTABLE
Water Operations	Aquagistics	BackTrack	Backflow testing and prevention	Customer premise data	DAILY	DAILY	YES
Customer Service	Calabrio	Call Quality Control & Management	Call center reporting	Customer call information	DAILY	DAILY	YES
Water Operations	Call-Em-All	Messaging platform	Recycled water notifications	Recycled customer contact information	DAILY	DAILY	YES
Public & Govt Affairs	Constant Contact	Constant Contact	Customer outreach	Contact information	DAILY	DAILY	YES
Customer Service	Cayenta	Cayenta CU	Customer information and billing management system	Customer information	DAILY	DAILY	YES
Customer Service	Twilio	Twilio / Sendgrid	Customer communications platform	Customer information	DAILY	DAILY	YES
Development Services	EMWD	New Service Connection	Service fees and agreements	New service information	DAILY	DAILY	YES
Safety & Risk	EMWD	Incident Reporting / Near Miss	Safety incident reporting and tracking	Safety incident information	DAILY	DAILY	YES
Information Systems	ESRI	ESRI ArcGIS/ArcSDE	Geographic Information System	Land, property, service, and asset information	DAILY	DAILY	YES
Engineering Services	Fulcrum	Mobile Data Collection	Underground Service Location (USA)	USA ticket photography	DAILY	DAILY	YES
Conservation	Harris	Conservation Manager	Conservation program administration and analytics	Customer meter and conservation program data	DAILY	DAILY	YES
Customer Service	Harris	Meter Data Management System	Meter data reporting and alerting	Meter read data	DAILY	DAILY	YES
Development Services	Harris	CityView	Service and permitting tracking	New service information	DAILY	DAILY	YES
Assets & Facilities	IBM	Maximo Computerized Maintenance Management	Asset and facilities management	Outage or service call information	DAILY	DAILY	YES
Executive	Granicus	IQM2	Board agenda management	Board agendas and minutes	DAILY	DAILY	YES
Customer Service	Kubra	Payment Portal & E-bill	Web-based bill payment	Billing data	DAILY	DAILY	YES
Customer Service	Kubra	Interactive Voice Response Payment System	Phone-based bill payment	Billing data	DAILY	DAILY	YES
Customer Service	Metropolis	Call Accounting	Call center reporting	Call statistics and records	DAILY	DAILY	YES
Information Systems	Microsoft	Office 365	Email and document management	Electronic correspondence and records	DAILY	DAILY	YES
Finance	Oracle	Oracle Financials	Financial management	Financials data	DAILY	DAILY	YES
Information Systems	Oracle	Enterprise Data Warehouse	Data warehousing	Customer and financial data	DAILY	DAILY	YES
Purchasing	Bonfire	Bonfire	Bid management	Bids, proposals, and vendor information	DAILY	DAILY	YES
Customer Service	Plum Voice	After-Call Customer Survey	Customer satisfaction survey reporting	IVR response data	DAILY	DAILY	YES
Customer Service	Revspring	Receivables Management	Late payment notifications	Billing data	DAILY	DAILY	YES
Human Resources	Silkroad	Recruitment	Recruiting	Candidate information	DAILY	DAILY	YES
Information Systems	Spatial Wave	Field Mapplet	Underground Service Location (USA)	USA ticket information	DAILY	DAILY	YES
Public & Govt Affairs	Drupal	Website (www.emwd.org)	Public website	Public web content	DAILY	DAILY	YES
Customer Service	Xylem	Regional Network Interface (RNI)	Meter data collection	Meter read data	DAILY	DAILY	YES

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