



RJN Helps the Boston Water & Sewer Commission Improve Operations

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Serving over 575,000 people, the Boston Water and Sewer Commission (BWSC) provides for the delivery of water, collection of sewerage, and the storm drainage system for the City of Boston. These services include over 1,182 miles of water main and 1,502 linear miles of sewers and storm drains.



The BWSC maintains some of the oldest underground infrastructure in the country in their Geographic Information System (GIS). RJN Group, Inc. was retained by BWSC to provide its CASS WORKS® and CASSView™ software and the MapOptix Internet Map Server from GeoNorth. The objectives of this project included the replacement and improved operations of systems, processes, and reporting for water and sewer maintenance operations at BWSC. Specifically, these included:

- The migration of the existing system and data from the current maintenance system into CASS WORKS
- A means to evaluate and improve the processes and management reporting for the water and sewer maintenance operations
- Improving coordinated work efforts between the various departments at BWSC
- A technical platform and software for connecting CASS WORKS to BWSC's GIS
- A flexible and cost-effective approach for implementation
- A phased implementation approach for future integration projects

Since multiple existing systems provided specific functions developed around BWSC's specific requirements, the challenges of integration and interfacing data were important as the organization migrated into a customizable "off the shelf" software product like CASS WORKS. A phased project approach was required.

A number of tasks were designed to manage change of business processes and increase end user involvement.

Phase II included installation and pilot testing. CASS WORKS and CASSView are used on a day-to-day basis to coordinate citizen requests for service and corrective and preventive maintenance scheduling.

The integration of historical work management data, information on infrastructure assets, and spatial data in the GIS provided the basis for preparing additional tools to analyze these data. The processes developed for day-to-day management of this information proved essential in improving communications between departments and the quality of service to the citizens of Boston.

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