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## Joint Water Commission uses technology to streamline operations

### Reducing repair time through preventative maintenance

#### Media Contact

**Kate Ernst**

Brand Communication Specialist

Phone 563.587.3346

Email [news@cartegraph.com](mailto:news@cartegraph.com)

3600 Digital Drive  
Dubuque, Iowa 52003  
[www.cartegraph.com](http://www.cartegraph.com)

HILLSBORO, OR — The Joint Water Commission (JWC) Treatment Plant, operated by the City of Hillsboro, Oregon, has reached a new level of operational efficiency with the help of technology. Until a few years ago, the primary drinking water supplier for 400,000 customers in Washington County relied on a paper record-keeping process to manage assets and work tasks.

While the system worked, the team suspected they were spending too much time on paperwork—time they thought could be better spent on preventative maintenance and other operations management tasks.

Enter Cartegraph, the leading provider of work, asset, resource, and request management technology for local governments. By going paperless and moving all assets into Cartegraph, JWC discovered new bandwidth to make its operations more efficient.

“Everyone on the team uses Cartegraph in some way or another,” says Chris Wilson, JWC Water Plant Coordinator. “The software has put all of our records in one spot, instead of us having to sift through our library of three-ring binders. Team members in the field can access anything they need through their mobile devices and tablets.”

With Cartegraph, the team is seeing operational improvements on everything from preventative maintenance to the ability to eliminate redundant tasks:

#### Strategic preventative maintenance

2,697 hours on proactive tasks in the past year—compared to just 81 reactive repair hours

#### Pattern recognition

By analyzing trends, team members are able to better prioritize their time and efforts

#### Automation

Cartegraph has eliminated multiple repetitive tasks from the department

To learn more ways JWC is leveraging Cartegraph to be more efficient, read the full customer story on Cartegraph Campus: [www.cartegraph.com/campus/](http://www.cartegraph.com/campus/)

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**ABOUT CARTEGRAPH** Cartegraph is a leading provider of simple, powerful Operations Management System (OMS) technologies. Built on the principles of adoptability, user experience, and return on investment, Cartegraph technology helps its users save time and money. Since 1994, businesses and organizations worldwide have been using Cartegraph to intake requests, manage work and resources, maintain assets, and optimize day-to-day operations. [www.cartegraph.com](http://www.cartegraph.com)