

Client: Government Owned Retail Water Corporation

Project: Pega Workflow

TOOLS & TECHNOLOGIES



HiaffinityCX



- Pega
- Hiaffinity
- Pulse (Salesforce)
- Boomi
- IoT

ABOUT US

Our services are purposefully designed to provide a cohesive experience for organisations embarking on digital transformation. Our business aptitude is your advisory, our technical skills are your project delivery and our training roots enables your team to build upon success.

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BACKGROUND

One of Victoria's largest Government owned retail water corporations providing regional drinking water, sewerage, trade waste, recycled water and water-saving services for Melbournians, is undergoing a large-scale water meter exchange project covering the integration of workflows across systems.

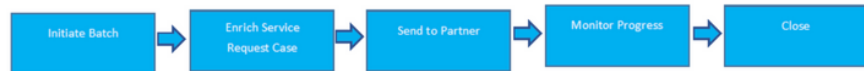
CHALLENGE

Their team required trusted resources to implement and test workflow integration for accurate and secure storage of data collected from newly installed water meters in homes around Melbourne.

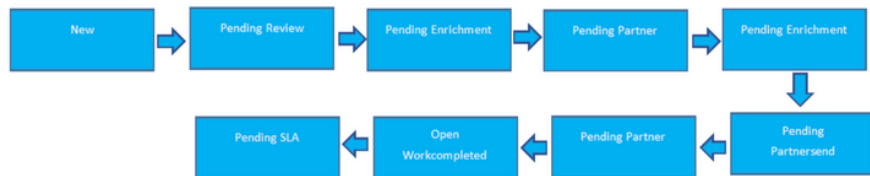
SOLUTION

KJR was engaged to conduct Quality Assurance services and verified integration of PEGA tools within Hiaffinity, Boomi, Salesforce and IOT applications to ensure accurate and secure collection of data from water metres. This process outlines the development of service requests from individual metres for the creation of client records that are stored in the organisation's local CRM (diagram 1.1 below).

Case progress in Pega for meter exchange



Service request case ID status



DELIVERABLES

- Test plans.
- Test case executions.
- Defect report.
- Test Summary Report.

KEY OUTCOMES

- Centralised storage of data collected from household meters.
- Efficient reporting on meter performance for improved operations.