

# MARIN MUNICIPAL WATER DISTRICT CASE STUDY

*“SAP solutions and ESRI’s geospatial mapping systems are integral tools for our business, and we needed them to integrate seamlessly. By working with Impress, we can now unleash the power of both systems and expect substantial returns due to decreased service times, reduced error frequency, lowered operation costs and increased overall efficiency.”*

—Bob Fairchild, Director of IT, Marin Municipal Water District



Marin Municipal Water District is a public agency providing high-quality drinking water to 185,000 people in a 147-square-mile area of California’s Marin County just north of San Francisco. Established in 1912, Marin is California’s oldest municipal water district, and is tasked with sensitively managing natural resources, providing customers with reliable, high-quality water at an equitable price, and ensuring the fiscal and environmental vitality of the district for future generations.

## CHALLENGE

Marin Municipal Water District is a veteran user of both SAP and ESRI systems. It has been using geographical information systems (GIS) from ESRI since 1993, at which time it had integrated the system with legacy billing and work order databases. In 2001, Marin retired the old and highly customized systems and chose to implement an ERP system from SAP that was more manageable and current. Having linked its legacy systems with mapping systems from ESRI in the past, Marin required similar functionality within its new solution and began to customize the integration between the two systems during the SAP implementation.

The agency invested considerable time and resources building a custom interface between the two systems and in 2002 – about a year after the SAP system was live – finished development and rolled out the custom GIS/SAP interface.

After the initial roll-out, each change or addition required a custom project involving both contractors and Marin’s IT department. Often, contractors would invest considerable time familiarizing themselves with the one-of-a-kind system before performing any new work. In addition, if problems arose, Marin had nowhere to turn. The ongoing support and maintenance of the interface proved to be costly and time-consuming, prompting the agency to seek a commercially available solution.

## SOLUTION

At the recommendation of ESRI, Marin chose to work with Impress. Once the project was started, implementation of Impress for GIS at Marin Municipal Water District was completed in a few short months. As a packaged integration application, Impress for GIS could be quickly implemented and deliver immediate results. In addition, by using an integration application that is certified by both SAP and ESRI, and supported by Impress, Marin now has expert

### Industry:

Public Sector

### Goal:

Simplify access to data residing in SAP and ESRI systems for all facets of Marin Municipal Water District’s staff.

### Challenge:

Custom integration was costly to develop and maintain. Every change in the system required a custom project involving Marin’s IT department and contractors.

### Solution:

Impress for GIS

### Results:

- Better asset management and overall cost reduction
- Improved data accuracy
- Improved user friendliness and acceptance
- Reduction in user training
- Improved response to service requests
- Better reporting



technical consultation when faced with questions or problems. In contrast to its custom integration, Marin can leverage best practices from Impress that have been consolidated and incorporated into the Impress for GIS product, which not only provides domain expertise to Marin if problems arise, but also ensures that links will stay in tact when either the ESRI or SAP system is upgraded.

## BENEFITS

The benefits of integrating SAP and ESRI systems with Impress for GIS extend throughout Marin Municipal Water District and to its customers. The integration enables a faster and more accurate service response since data on maps and in SAP is easily accessible and identical. This helps to lower the cost of asset maintenance and service, and provides better asset inventory management.

For employees of Marin, the integration improves user friendliness and acceptance of its systems, and reduces the time users must spend in training. This is invaluable since users that depend heavily on this information are often field technicians who have less experience with computer systems. These users are already familiar with maps, which makes it very simple for them to locate features on a map, click on an item, and receive information while still in the field, as opposed to waiting to return to the office and having to locate the information in SAP.

In addition to eliminating Marin's use of contractors for custom projects, Impress for GIS also provides technical value to Marin's IT staff. For example:

- The integration provides the ability to store data and business rules in SAP
- The need to recreate complex data in GIS that already exists in SAP is eliminated
- GIS can present data, analyses, and trends spatially on a map
- GIS can be used to store spatial information to supplement SAP

## FOR MORE INFORMATION:

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