



The Puerto Rico Aqueduct and Sewer Authority (PRASA) recovers more than \$200 million dollars of commercial non-revenue water with the help of Truenorth's mobile software suite.

PRASA selected Truenorth to recover millions of dollars of commercial non-revenue water with help of the Truenorth's Consulting Division and Software Division's mobile software suite to meet and surpass the expectations of the client.

Mobile software tools in government field operations means everything

Mobile software applications are key to a fast execution and good documentation. PRASA required a mobile solution to address the reduction of unbilled water by handling the management of cases, the time & attendance of employees in the field, to be able to photographically document the cases, and follow the personnel movement and results in an interactive map among other functions.

Puerto Rico Aqueduct and Sewer Authority (PRASA) trusted Truenorth mobile software development

Truenorth's strategy to support PRASA involved a migration of the aging field operations platform to the Android platform resulting in better efficiency and better field documentation. Truenorth was able to provide a robust and easy-to-use platform so that our client has the right software tools required in the field with the supervising functions to assure a fast and well documented field visits.

GOVERNMENT

Customer Background

1. Puerto Rico Aqueduct and Sewer Authority (Public Corporation).
2. \$1,085MM (2018 Audited Financial Report).
3. Doriel Pagán (Executive President).

Challenges

1. Visit over 90,000 water meters yearly.
2. Precise supervision of field personnel.
3. Correctly identify and document the situations encountered to sustain the cases even in court.

Solution & Benefits

1. Vanguard mobile software suite in the Android platform surpassed the expectations of what Aqueduct and Sewer Authority of the Government of Puerto Rico required
2. Retrieved data from field in real time to let the client make the decisions to meet the expected results.

THE PROBLEM: Irregularities in water usage is an area of commercial non-revenue water for PRASA. The causes varied from case to case and PRASA needed to perform field visits to identify and document the types of irregularities to bill the unauthorized water usage. PRASA required the following:

1. Visit over 90,000+ water meters per year
2. Correctly identify the situation
3. Get the required evidence of the situation
4. Send all the information gathered in the field to the office as soon as the investigation is finished.
5. Need to supervise the Personnel in the field
6. Time and Attendance at the field

THE SOLUTION: Truenorth developed a mobile suite of applications to address PRASA's requirements. Using the Android platform will enable PRASA to have different options of devices to fulfill today and future needs with the Truenorth mobile software suite. The Truenorth solution provide:

7. Perform field visits by schedule or ad-hoc
8. Help Identify the type of irregularity
9. Meter tests measurements documentation and alerts to change the meter if required
10. Complete photographic documentation
11. Questions based on the type of irregularity
12. Integrated map navigation
13. Automatically send all field documentation to PRASA HQ
14. Interactive map to supervise and review work performed in the field with real-time personnel position
15. Time & Attendance in the field with personnel position
16. Auto-Application update outside of Google Play

The Truenorth mobile software suite on the Android platform will be our solution to follow in our projects at PRASA. Being able to have a robust mobile platform paired with Truenorth mobile software suite will allow us to have the mobility and efficiency that our client requires. Also, PRASA was able to count with Truenorth mobile solutions to handle emergency events in Puerto Rico such the management of potable water trucks and tanks (OASIS) after the 2017 hurricanes and the 2020 Earthquakes in Puerto Rico and the inspection of PRASA infrastructure (RSC) such as pumping stations, electric generators, and other essential PRASA equipment.

Truenorth and Vanguard

4. Truenorth is a Puerto Rico's leading provider of strategic technology and management consulting.
5. Vanguard mobile software suite empowered the client with the right mobile software tools to meet and surpass the requirements and help client to make the right decisions.



"With Truenorth's Vanguard mobile software suite on Android we are able to surpass the commercial non-revenue water recovery expectation of the client every year. Vanguard is the key for the success of the commercial non-revenue water initiative at PRASA, this initiative has been recognized by the Financial Oversight and Management Board for Puerto Rico (Promesa) by encouraging the continuation and expansion of the commercial non-revenue water initiative as presented in the Board's certified Fiscal Plan for PRASA, June 29, 2020."

Ricardo Ojeda Avilés,
Application Manager, TN. Corp.

Let us earn your trust!
If you want to know more
about our services
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