



**City of San Bernardino Municipal Water Department
Enterprise System Catalog – Updated July 2021**

| Vendor Name | Product | System Purpose | Categories, Layers or Modules | Primary Custodian | How Frequently Data is Collected | How Frequently System Data is Updated |
|-------------------|-----------------------------|---|--|---------------------------------------|----------------------------------|---------------------------------------|
| ACI Payments Inc. | ACI Payments | Hosted payment processor | Phone and online payments for utility bills | Customer Service | Daily | Daily |
| ArchiveSocial | Archive Social Economy Plan | Social Media Reporting & Archiving | Social media account tracking | Water Conservation & Public Affairs | Continuous | As needed |
| Bentley Systems | EADocs | Construction Project Management | Project plans, Schedules, Communications, and related materials | Engineering | As needed | As needed |
| Central Square | Cognos BI | Report Writing / Data Analytics | Report writing software | Information Technology | Daily | Daily |
| CentralSquare | Naviline | Customer Information Systems(CIS), Financial System, Cash Receipts, Work Orders, Fleet Management, Human Resources, Payroll | Customer billing, Meter reading, Work Order processing, Cash management, General ledger, Accounts payable, Accounts receivable, Fixed assets, Fleet management | Customer Service | Daily | Daily |
| CivicPlus | Civic Engage | Department Website and Content Management System | Web content, notify me, calendars, documents | Water Conservation and Public Affairs | As needed | As needed |
| Commvault | Simpana | Data Backup | Backup and restore data | Information Technology | Daily | Daily |
| Constant Contact | Constant Contact Email Plus | Support for Department Information Outreach Campaigns | Customer emails | Water Conservation and Public Affairs | As needed | As needed |
| ESRI | ArcGIS/ArcSDE | Geographic Information Systems (GIS) | Water appurtenances, water supply network, base map | Engineering | As needed | As needed |
| ExaVault | ExaVault Cloud FTP | File transfer service to securely transfer files to vendors and customers. | SFTP | Information Technology | Daily | Daily |



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| Hach | WIMS (Water Information Management Solution) | SCADA / Water Information Management | Water Operations management | Water Reclamation | Daily | Daily |
| IBM | Maximo | Computerized Maintenance and Asset Management System, Work Orders | Work Orders, PM, Inventory, Equipment | Water Reclamation | Daily | Daily |
| Infosend | Print and Digital Services | Bill Printing and Presentation | Customer online bill portal | Billing & Collections | Daily | Daily |
| ITRON | Field Collection systems (FCS) | Meter reading and datacollection | Meter reading | Field and Meter Services | Daily | Daily |
| Laserfiche | Laserfiche | Document Management | Document repository, audit trail, business processes (workflow) | Information Technology | Daily | Daily |
| Manage Engine | Service Desk | Employee end user technology assistance | Help Desk ticketing and metrics | Information Technology | Daily | Daily |
| Microsoft | Exchange 365 | Email system | Enterprise electronic mail | Information Technology | Daily | Daily |
| Microsoft | SQL Server | File and data storage | Operating Systems, Database Systems | Information Technology | Daily | Daily |
| Mitel | MiVoiceConnect | Phone Communications | Phone System, Call Center | Information Technology | Daily | Daily |
| Neogov | Neogov | Job and Applicant Tracking | Employment Recruitment and Application Management | Human Resources | As needed | As needed |
| OneSpan | OneSpan Sign | Electronic Signature service for collecting signed documents from customers. | OneSpan Sign | Customer Services | Daily | Daily |
| Planet Bids Inc. | Planet Bids | Procurement and BidManagement System | Bid Management | Finance | As needed | As needed |



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| Spatial Wave | Mapplet/Field Mapplet | Collector Applications | GIS data updates/collection in the field | Engineering | As needed | As needed |
| Survey Monkey | Survey Monkey Surveys | Survey Management | Surveys and Survey Analytics | Water Conservation and Public Affairs | As needed | As needed |
| Tyler Technologies | Executime | Employee timekeeping | Timekeeping and Reporting | Finance | Daily | Daily |
| XC2 | XC2 | Backflow Prevention Software | Database for Backflow Management | Water Quality | Daily | Daily |