

City of San Bernardino Municipal Water Department Enterprise System Catalog

Vendor Name	Product	System Purpose	Categories, Layers or Modules	Primary Custodian	How Frequently Data is Collected	How Frequently System Data is Updated
API	Official Payments (OPC)	Hosted payment processor	Phone and online payments for utility bills	San Bernardino Municipal Water Department	Daily	Daily
ArchiveSocial	Archive Social Economy Plan	Social Media Reporting & Archiving	Social media account tracking	San Bernardino Municipal Water Department	Continuous	As needed
Bentley Systems	EADocs	Construction Project Management	Project plans, Schedules, Communications and related materials	San Bernardino Municipal Water Department	As needed	As needed
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	San Bernardino Municipal Water Department	Daily	Daily
CivicPlus	Civic Engage	Department Website and Content Management System	Web content, notify me, calendars, documents	San Bernardino Municipal Water Department	As needed	As needed
Complete Paperless Solutions	Laserfiche	Document Management	Document repository, audit trail, business processes (workflow)	San Bernardino Municipal Water Department	Daily	Daily
Constant Contact	Constant Contact Email Plus	Support for Department Information Outreach Campains	Customer emails	San Bernardino Municipal Water Department	As needed	As needed
ESRI	ArcGIS/ArcSDE	Geographic Information Systems (GIS)	Water appurtenances, water supply network, base map	San Bernardino Municipal Water Department	As needed	As needed
IBM	Maximo	Computerized Maintenance Management System, Work Orders	Work Orders, PM, Inventory, Equipment	San Bernardino Municipal Water Department	Daily	Daily
Infosend	Print and Digital Services	Bill Printing	Customer Portal	San Bernardino Municipal Water Department	Daily	Daily
IntelesysOne	IP Phone and Contact Center	Phone and call center implementation	Mitel Connect, Mitel Contact Center	San Bernardino Municipal Water Department	Daily	Daily
ITRON	MVRS	Meter Reading	Meter reading	San Bernardino Municipal Water Department	Daily	Daily
Microsoft	Exchange 365	Email system	Enterprise electronic mail	San Bernardino Municipal Water Department	Daily	Daily
Microsoft	SQL Server	File and data storage	Operating Systems, Database Systems	San Bernardino Municipal Water Department	Daily	Daily

Neogov	Neogov	Job and Applicant Tracking	HR Recruitment	San Bernardino Municipal Water Department	Daily, As needed	Daily, As needed
Spatial Wave	Mapplet/Field Mapplet	Collector Applications	GIS data updates/collection in the field	San Bernardino Municipal Water Department	As needed	As needed