E Source congratulates Tualatin Valley Water District and Clean Water Services on a successful CIS digital transformation

By Sannie Sieper
August 16, 2022

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E Source congratulates Tualatin Valley Water District (TVWD) and Clean Water Services (CWS) for its successful digital transformation to a new customer information system (CIS).

While assessing business and technology needs and selecting software vendors, E Source helped implement the CIS, which successfully launched on July 5, 2022. The project represents the first US implementation of Open International's Open Smartflex CIS.

TVWD is the second largest domestic water provider in Oregon. TVWD and CWS, a partnership under an intergovernmental agreement, issued a solicitation for a consulting firm to assess its 15-year-old billing system, and E Source was selected to lead the project and choose the software for the implementation. The project included:

- A comprehensive needs assessment
- Requirements analysis
- RFP development and management
- Demonstration management
- NavigateOne™ statement of work negotiations
- Project management and leadership services

Tom Hickmann, the CEO of TVWD, commented:

> E Source proved its value in the early assessment phases of our project and the company's NavigateOne methodology provided the detailed process and data needed to select the best software as the foundation of our digital transformation. We proceeded to the implementation stage with total confidence in E Source's ability to lead our team to success,

> and we were not disappointed. We're extremely pleased with our new system, the level of service and benefits it will provide our customers, and the operational improvements for TVWD and CWS.

The E Source NavigateOne™ methodology guided the CIS implementation. The project also leveraged E Source's iCue Enterprise Project Management software, which was instrumental for the project team and system implementer.

According to Rick Cutter, vice president of Software Planning and Implementation Consulting at E Source:

> Our NavigateOne methodology has earned the trust of many utilities and system integrators. We're pleased to add TVWD and CWS to that list. We congratulate them for their vision and their successful deployment of Open Smartflex. And congratulations to Open International for this milestone achievement.

About E Source

E Source, the data authority for the utility industry, blends industry-leading research, predictive data science, and solution services to help utilities make better decisions to support their customers, their bottom line, and our planet. With a commitment to practical innovation, we use more than three decades of utility-focused experience and our unique solution set to help clients achieve their goal of becoming a Sustainable Utility. E Source is headquartered in Boulder, Colorado, with offices across the US.

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