



PDAM Banjarmasin Implements Complete Water Facility Management System

PDAM Banjarmasin

Indonesia

Located on a delta island in the South Kalimantan province of Indonesia, the city of Banjarmasin is facing a surge of economic and population growth that calls for infrastructure improvements. Indonesia's history of poor water sanitation has resulted in a loss of usable resources throughout the country. A water utility company, PDAM Banjarmasin is working to combat this issue by supplying clean water to more than 600,000 residents – a number that continues to grow.

PDAM Banjarmasin has more than 145,000 customers with a water production capacity of 2,000 liters per second. With this large operation, PDAM needed an accurate, reliable asset management system to monitor maintenance projects such as repairs and construction of its treatment plants and pipelines. It also needed help enhancing the customer service system that operates development projects on internal and external taps.

To achieve its goal of maintaining a clean water supply with a successful financial plan, PDAM Banjarmasin decided to re-evaluate its current asset management system. Originally, its customer and billing system did not integrate with its enterprise resource planning (ERP) system, causing an imbalance in financial statements throughout the organization. PDAM Banjarmasin also recognized the need to integrate its business processes, not only to consolidate its assets, but also to provide opportunities for collaboration within the organization.

Overcoming Challenges

- Integrate disparate business processes spread across the water utility
- Provide information to all departments to enable collaboration and create a decision support system
- Streamline its financial system to eliminate billing and customer information inaccuracies

Realizing Results

PT. Geoinfo Teknologi (GeoInfo) has been a trusted partner of Hexagon's Safety & Infrastructure division to the Association of Southeast Asian Nations (ASEAN) for many years.

GeoInfo integrated PDAM Banjarmasin's business processes into an open architecture, data enterprise system encompassing billing and customer information, enterprise resource planning, and asset management into one consolidated system. This integrated system has a common database that is updated in real time, providing instant access to employees and eliminating inaccuracies and redundancies.

By implementing Hexagon's advanced GIS technology, GeoInfo presented PDAM with a system that could not only meet its asset management needs, but also provide a complete, integrated water facility management system.

With the Hexagon solution, PDAM Banjarmasin has dramatically improved its financial standings. PDAM Banjarmasin can also analyze and maintain its asset data model based on the daily maintenance operations within the organization. Even more substantial, PDAM Banjarmasin expects to see a profit of more than \$US400,000 annually.

Moving Forward

PDAM Banjarmasin has developed a strategic plan outlining its goals through 2023. As part of this plan, it strives to be a borderless organization. This initiative will encourage

South Kalimantan to provide clean, sanitary water to the residents of the island by creating a cloud-based system in approximately 400 Indonesian water utilities via the Indonesian Water Supply Association (PERPAMSI). By reporting its success to other water utilities, PDAM Banjarmasin hopes other utilities will opt into this integrated water system for better management of their assets, financial records, and daily operations.



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Hexagon's Safety & Infrastructure division provides software for smart and safe cities, improving the performance, efficiency and resilience of vital services.

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