



SynerGEE Water Customer Management Module

Connect to Your CIS

SynerGEE® Water's Customer Management Module (CMM) allows you to create a link between your customer information system (CIS) and SynerGEE. When the link is established, customer information can be viewed for individual (or groups of) pipes and nodes within SynerGEE.

With SynerGEE's advanced hydraulic and water quality modeling capabilities and CMM's customer assignment and analysis capabilities, you can have a set of powerful network operations tools that can be used on a day-to-day basis to proactively analyze and manage network events affecting your customers.

Assign Customers

CMM assigns customers to pipes or nodes using customer XY coordinate information. In addition to customer XY coordinates, CMM will consider pipe diameter or material during the assignment process if the information is available from the CIS. CMM can use the data to identify the proper main when multiple mains are in close proximity to a customer coordinate. CMM can also accept customer assignment information from other sources such as a geographic information system (GIS), if available.

Assign Customer Demand

CMM also enables you to quickly transfer demand information from your CIS to your SynerGEE model. Using CMM's demand transfer capability, you can completely populate a model with the correct demand loading scenarios to increase your modeling speed. You can use time-varying profiles to distinguish customers with varying water usage patterns and distribute demand data.

Display Information

By accessing CMM's database in the SynerGEE environment, you can quickly obtain a list of customers assigned to pipes and nodes. When you have selected either individual or groups of pipe and nodes, CMM presents you with a list of the assigned customers. Having the ability to display customer data provides you with a tool to identify major demands in a selected area as well as to identify customers affected by service interruptions or system changes.

Reporting

CMM provides a wealth of predefined reports that keep you informed of all processes and results. CMM lets you view a pipe or node to which customers are assigned in a model by highlighting the customer in the CMM editor and requesting SynerGEE to locate and highlight the corresponding pipe or node in the model. This can be done for individual or groups of pipes and nodes.

GL Industrial Services

Holywell Park, Ashby Road, Loughborough

Leicestershire LE11 3GR, UK

Phone: +44 1509 282000

Fax: +44 1509 282525

water@gl-group.com · www.gl-group.com/water

