HI-DESERT WATER DISTRICT
CATALOG OF ENTERPRISE RESOURCES 2021 (In Compliance with SB 272)

Primary Custodian	System Vendor	System Product	System's Purpose	Categories/Data Types	Data Collected	Data Updated
All	Laserfiche	Document Management System	Electronic Filing System	Electronic Files	As Needed	As Needed
Communications/Customer Service	CivicPlus	CivicEngage	District website and online customer forms	Electronic Files	As Needed	As Needed
Customer Service	Harmony	Harmony	Meter Reader	Electronic Files	As needed	As needed
Customer Service	InfoSend	InfoSend	Printing and mailing of customer bills/past due notices	Electronic Files	Daily	Daily
Customer Service	Merchanttransact	Merchanttransact	Credit card transaction	Electronic Files	Daily	Daily
Customer Service	Online Collections	Online Collections	Debt Collection / Credit check	Electronic Files	As needed	As needed
Customer Service	Paymentus	Paymentus	Online bill pay / pay by phone	Electronic Files	Daily	Daily
Customer Service	Springbrook	Utility Billing Module	Customer information and billing system	Electronic Files	Daily	Daily
Customer Service/Finance	Docusign	Docusign	Electronic signature of electronic documents	Electronic Files	As needed	As needed
Customer Service/Operations	Centratel	Centratel	Afterhours answering services	Electronic Files	Daily	Daily
Executive	Granicus	Granicus	Board agenda management	Electronic Files	Weekly	Weekly
Finance	Springbrook	Springbrook Financials	Financial management	Electronic Files	Daily	Daily
HR/Finance	Paychex	Paychex	Timekeeping	Electronic Files	Daily	Daily
Information Technology	Microsoft	Outlook 365	Email	Electronic Files	Daily	Daily
Operations	Backflow System Inc	Backflow Database	Tracking of backflow system	Electronic Files	24/7	24/7
Operations	DLT Solutions	Auto Desk	Construction Drawings (Review, Design, and Edit)	Electronic Files	As needed	As needed
Operations	ESRI	ArcGIS/ArcMap	Manage Geodata base - GIS	Electronic Files	As needed	As needed
Operations	Forshock	Telemetry/SCADA	Monitor and track water systems	Electronic Files	Daily	Daily
Operations	Nobel	Geoviewer	GIS (Geographic Information Systems) and CMMS (Computerized Maintenance Management System	Electronic Files/Maps	Daily	Daily
Wastewater Operations	Dude Solutions	Asset Essentials	O&M Workorders/Preventative Maintenance	Electronic Files	Daily	Daily
Wastewater Operations	Microsoft	Office 365	Email/Word processing/spreadsheets	Electronic Files	Daily	Daily
Wastewater Operations	Wonderware	Wonderware	Supervisory Control And Data Acquisition (SCADA) - Plant Operation Management	Electronic Files	24/7	24/7