

Case Study

Facility Management Solution for a non-profit organization

How a non-profit organization achieved cost-effective project management



Business Situation

The customer is a San Diego-based non-profit organization whose mission is to excel in providing quality information technology services for the benefit of the City and Country Governments.

The city of San Diego provides more than 195 million gallons of water a day for its 35,00,000 households and processes wastewater for the entire country. In arid environment, which has less than 6.7 inches of rainfall each year, managing water resources is a Herculean task. San Diego needed a solution to increase the effectiveness of response to a service request, flexibility in map plotting and ease of use for their staff. The Challenge was to implement and maintain a cost-effective, user-friendly Facility Management Solution called SPLASH.

Mahindra Satyam's Role

SPLASH is a customized GIS solution to the Facility Management in Water and Sewage Networks of City of San Diego. Mahindra Satyam worked on this application for over four years and played a key role in maintaining it. Mahindra Satyam's role involved building custom applications, and providing onsite support for analyzing user requirements, data modeling and offshore implementation for SPLASH.

Solution Benefits

- Enhanced User Interface
- Cost-effective Project Management
- Improved system processes
- Improved application maintainability
- Increased efficiency

For further information please write to rfi@mahindrasatyam.net.