

Lower Murray Water Technology-Driven Business Transformation

Client

Lower Murray Water

Business Area

Business Applications

Industry

Utilities

Location

VIC, Australia



Overview

Lower Murray Water (LMW) is a customer-focused water authority delivering essential services to communities across north-west Victoria. Managing high volumes of customer interactions, billing transactions and service requests, LMW relies on systems that support operational efficiency and service excellence.

Fast Facts

- Atturra delivered a single, integrated Infor solution across CRM, Billing and Customer Portal.
- Replaced legacy manual processes without impacting day-to-day operations.
- Implemented digital self-service capability, enabling customers to interact with LMW online at any time.
- Improved reporting visibility to support better decision-making and future regulatory readiness.

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"Atturra has been an extremely positive partner throughout this program. Solution-focused and resilient, they ensured outcomes were achieved even when we were under significant pressure and the project required acceleration. We were on the same page from the start, and that 'done over perfect' mentality, working in a non-traditional way when needed, is what made this collaboration work. I wouldn't hesitate to recommend Atturra to anyone."

Kaleb Sexton, Program Director, Lower Murray Water

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Business Opportunity

By 2020, LMW recognised that its existing systems and ways of working were no longer fit for purpose. Legacy technology, manual processes, and limited digital engagement capability were placing increased pressure on staff and limiting their ability to meet growing customer expectations.

The organisation had no e-billing or online self-service functionality and relied on ageing on-premises platforms that could no longer be upgraded. This created growing operational and cyber security risks, whilst limiting LMW's ability to support a modern, connected infrastructure.

Over time, they experienced a loss of corporate knowledge, leading to inconsistencies in service delivery and increased key-person risk. They were facing growing regulatory demands that required more effort and resources.

Recognising the need for both a business and technology transformation, LMW relaunched its Technology Uplift Program in 2024 with the aim of bringing it in line with industry standards and improving its customer experience through self-service capabilities and cloud migration. The aim of the program was to replace existing platforms with a single, integrated Infor solution spanning CRM, billing, and customer-facing portal functionality.

This would allow LMW to align with sector best practice, while accelerating delivery. It would also position them for a more agile, scalable future. To deliver on this scope, LMW required an experienced Infor implementation partner with flexibility to scale alongside their program demands.

Solution

As a preferred delivery partner and market leader in Infor technology, Atturra was engaged to deliver the Technology Uplift Program for LMW. Atturra embedded experienced Business Analysts, Technical Specialists and Reporting Consultants directly into LMW's project team. They worked closely with LMW's land development unit to document current-state processes and understand how the business operated.

Equipped with this knowledge, the team took on end-to-end responsibility for translating business requirements into functional and technical designs, supporting the configuration and implementation of the Infor platform, developing and validating reports, driving testing, and data validation.

Atturra was a valuable and knowledgeable conduit between LMW's internal team and the broader vendor ecosystem. We ensured that vendor deliverables aligned with what had been agreed and kept all parties on track and the program moving forward. As the launch date approached, Atturra provided hands-on support through the cutover and go-live.

Despite tight timelines, complex integration requirements, and significant change, the flexible resourcing model and collaborative approach enabled LMW to navigate challenges without compromising delivery quality or program progress.

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Outcomes achieved

LMW has worked with Atturra to successfully deliver its major business and technology transformation, modernising both customer engagement and internal operations. Customers can now interact with the organisation digitally, with 24/7 self-service access to accounts and service requests via Infor Public Sector (IPS) Billing known MyBilling portal, which has reduced reliance on manual and assisted channels. Plus, the MyApplications portal has allowed customers to easily request and submit some applications online.

Internally, staff are no longer constrained from the workarounds and inefficiencies associated with legacy systems, and teams now have more capacity for higher-value work. Streamlined CRM via IPS Customer Requests module and billing processes have driven effective operational efficiencies, and created enhanced reporting capabilities, giving leadership better visibility to support informed decisions.

The transformation has also greatly reduced the risks around key-person dependency, and cyber vulnerability. With scalable cloud-based architecture in place, LMW is well-positioned to adapt to future regulatory requirements and evolve as business needs change.

Technologies

- Infor Public Sector Customer Requests
- Infor Public Sector CDR (Community Development & Regulation)
- Infor Public Sector Billing
- Infor Rhythm for Civics Portals

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