

# Innovative Utilities Portal and CRM Streamlining the Customer Experience for Unitywater

**Client**  
Unitywater

**Scope of work**  
Cloud Services

**Industry**  
Utilities

**Location**  
Queensland



## Overview

Unitywater operates in one of the fastest growing regions of Australia, and supplies water and sewage treatment services to the Moreton Bay, Sunshine Coast and Noosa regions of South East Queensland. This service area makes up more than 16% of Queensland's population. Across residential, business and developer customers, Unitywater supports sustainable water use and ongoing infrastructure development.

Atturra helped Unitywater to introduce a clever customer portal to streamline and simplify manual workflows and processing for the Queensland based utilities provider. The first public release is a Development Portal linked to a comprehensive Customer Relationship Management (CRM) system. Powered by Microsoft Dynamics 365 and Power Platform, and integrated with numerous external platforms, Unitywater's development industry customers can now easily apply for connections, disconnections or alterations to the water and wastewater network in South East Queensland.

## Fast Facts

- Highly regulated and complex utilities industry required an IT provider with domain expertise.
- 18 months to deliver phase 1 of the Development Portal and CRM solution.
- Better workflow management and automation, along with reporting and analytics for clearer decision-making.
- Seamless integration to Novoplan, Gentrack, Maximo and other software and applications.

*"Atturra worked closely with Unitywater to bring our vision to life. We're thrilled that Atturra has helped us to deliver significant system improvements that will have a material positive impact on the Unitywater business and its development customers. We're facing high levels of growth in our region and the new system provides a foundation to deliver more approvals to enable this growth."*

*Katherine Gee, Executive Manager, Unitywater*

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## Opportunity

Unitywater faced multiple challenges with their siloed systems – a mix of apps, email, spreadsheets and attachments – requiring information to be sourced from one system and moved to another so payments could be processed, applications reviewed, and outcomes issued.

With at least six different systems for customers and internal team members to use, the utility provider had no automated way to track application status, enable easy payments or assess overall data trends. Manual workflows were inefficient and inconsistent.

In January 2023, Atturra Cloud Business Solutions started working with Unitywater, drawing on its extensive experience in providing portal solutions for other utilities providers across Australia.

## Atturra Solution

Using Microsoft Dynamics 365 and Power Platform as the foundation, the Atturra team created an online portal for development industry customers to be able to apply for or alter connections to the water and wastewater network in South East Queensland. The portal links effortlessly with a new CRM, with phase 1 having gone live in July 2024.

Among its many features, the new system offers quote management, water infrastructure agreement management, bonds and funds release. A clearer workflow process guides users through validations, which minimises the risk of human error. As more functionality is added, the portal will service at least 1,000 users, ranging from developers to their consultant engineers and other parties in the development industry.

The solution required significant flexibility from the Atturra team. A deep understanding of business problems was essential to enable the team to vary its capabilities to deliver on time and on budget.

## Outcomes Achieved

Phase 1 deployment of the Development Portal and CRM has allowed customers of Unitywater, such as developers and certifiers, to access centralised project documentation, improve visibility of application statuses and make online payments.

The portal integrates seamlessly with close to 10 other applications and automates repetitive processes, such as notifications or data updates.

Customers now benefit from a consistent assessment process across each application type, resulting in more streamlined business processes for Unitywater and a smoother customer experience.

Phase 2, which is already underway, will provide additional enhancements and functionality to make it a richer experience for developers and certifiers.

## Technologies

- Microsoft Dynamics 365 Customer Experience
- Power Platform
- Azure
- Integration with numerous external applications

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