CASE STUDY

Major U.S. Water Conservation District strengthens capital planning and maintenance with Octave Attune EAM

Key facts:

Company: U.S. Water Conservation District

Industry: Water-Wastewater

Octave products used: Attune EAM *(HxGN EAM)*

Key benefits:

- Requests, approvals and budgets consolidated into one system, improving accuracy and speeding up decision-making
- Centralized outage management increased visibility, reduced delays and strengthened collaboration across departments
- Automated workflows and tailored tools replaced manual processes, saving time and boosting user adoption

Ensuring a reliable future

A major U.S. water conservation district, managing more than 330 miles of water infrastructure, delivers renewable water to millions of residents and businesses. Its mission is to ensure a sustainable, reliable supply that supports both urban growth and environmental resilience.

Where processes fell short

Capital planning
The district relied on a patchwork of legacy workflows. This included SharePoint lists and offline spreadsheets to manage its capital planning program. This disconnected setup made it difficult to track project requests, tie costs to work orders or generate accurate budgets.

Approvals often moved through long review chains without transparency, while budgeting occurred completely outside of enterprise systems. The result was inefficiency, duplicated work and limited confidence in the accuracy of forecasts.

Maintenance coordination
Keeping water flowing required routine maintenance, but every inspection or repair meant temporarily taking parts of the system offline. Outage requests were submitted and tracked through emails and phone calls, a process that left critical details scattered across departments. Feedback was hard to capture, schedules were prone to change without clear tracking and safety administrators had limited visibility. Without centralized coordination, the district risked delays, miscommunication and challenges in meeting its reliability standards.

Modernization through Attune EAM

Expanding its 20+ year partnership with Octave, the district leveraged Attune EAM, an advanced enterprise asset management platform that improves reliability, extends the life of critical equipment and drives safer, more profitable operations, to address these challenges. By extending its existing enterprise asset management capabilities, the organization was able to centralize processes, strengthen collaboration and introduce modern workflows that better aligned with its operational needs.

"We have been able to effectively streamline and centralize our capital planning process in a single system."

Maintenance Control Manager
Wastewater facility

"Outage requests in our previous system could not be updated or refined after initial approval. The one source of truth for outages dates was a paper calendar in water control. Our new outage request and approval process in Octave allows us to where requests are in the approval process, update as changes occur and provide reporting options so that all interested parties have visibility into all requests on demand."

Maintenance Control Manager
Wastewater facility



- **Capital planning reimagined:** Using the capital planning request functionality, the district consolidated project requests, approvals and budget forecasts into one system. Custom screens and tabs enabled the team to capture the right data, while user-defined status codes and flexible business rules streamlined reviews and ensured compliance with internal processes. Budget accuracy improved, reporting became less time-intensive and users embraced the system thanks to workflows built around familiar terminology.
- **Smarter maintenance:** With Attune EAM equipment reservations, outage requests were digitized and centralized. Departments could now see which equipment would be offline, who was responsible and when the outage was scheduled. Screen designer customizations created intuitive forms, while automated notifications and alerts ensured stakeholders were updated in real-time. Most importantly, safety administrators gained the visibility they needed to apply critical safety protocols without delay.

The payoff

With its enhanced Attune EAM environment, the district quickly realized measurable improvements:

- **One source of truth:** All capital project requests and budgets are now managed into one system, eliminating duplicate processes
- **Faster coordination:** Outage requests can be tracked, updated and approved in real-time, keeping teams aligned
- **Better communication:** Automated alerts and centralized data reduced reliance on manual calls and emails
- **Increased confidence:** Custom workflows and tailored processes improved user adoption and strengthened trust in the system

Delivering on the mission

By modernizing two critical areas of its operations with Octave, the water district improved efficiency, strengthened communication and built a foundation for safer, more reliable service. Attune EAM enables the organization to confidently manage its infrastructure while continuing to deliver on its mission: providing communities with dependable, sustainable water for generations to come.

About Octave

Octave is a leader in enterprise software, turning data into decisive action and intelligence into your edge. Our software solves for and simplifies complexity, from the design and build to operations and protection of people, property and assets – for any scope, at any scale. For decades, we've partnered with customers to sharpen performance, elevate efficiency and amplify results. From factory floors to entire cities, our solutions are tuned to scale up what's possible from day one onward.

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