

ACCURATE PROPERTY DATA IMPROVES ASSET MAINTENANCE

Sydney Water and Nearmap

DRUMMOYNE, NSW AU

Sydney
WATER

Australia's largest water utility, Sydney Water provides drinking water, wastewater, recycled water and some stormwater services to customers across the Greater Sydney region. Through its in-house platform Spatial Hub, Sydney Water is streamlining asset maintenance processes and improving efficiencies.

CHALLENGE

Monitoring Sydney Water's complex water and waste water networks and assets required a solution that would combine multiple data sources, including Nearmap high-resolution aerial imagery, to improve the identification and scheduling of maintenance, and provide better customer service. With an up-to-date, accurate view of properties and construction sites, Sydney Water can also better understand water-use requirements and assess compliance.

SOLUTION

The Sydney Water platform Spatial Hub was created in 2017 as part of a shift from being a solely asset-management focused organisation to one with a proactive customer service focus. As the internal source for Sydney Water to monitor, assess, and plan, Spatial Hub informs better asset

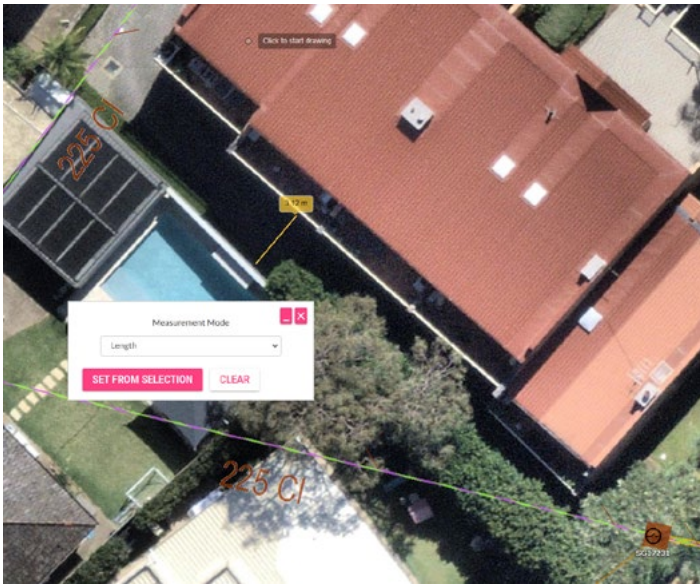
management decisions and improves customer satisfaction. Based on GE's Smallworld GIS platform, Spatial Hub incorporates approximately 150 data layers, including a set of basemaps that can be enhanced with Nearmap imagery. This helps Sydney Water visualise property and asset data to improve planning and completion of maintenance and repair jobs.

"Having that level of information before you actually do that first site visit is really important... it's just so revealing, it's like being on site, it takes it to another level."

Dino Scotter, Spatial Applications Developer,
Sydney Water

WARRAGAMBA DAM, NSW AU

nearmap



Measuring site access using nearmap imagery in Sydney Water's Spatial Hub



Nearmap imagery in Sydney Water's Spatial Hub showing work location

BUSINESS IMPACT

Nearmap imagery within Spatial Hub helps Sydney Water allocate work resources more effectively by understanding sites to send the right equipment and vehicles, providing clearer instructions and information to work crews, improving safety and helping reducing carbon emissions from unnecessary repeat visits. The ability to understand the status of properties, including construction sites, helps Sydney Water understand water use and compliance. While older aerial imagery in the Sydney Water billing system might show a vacant lot, a more up-to-date Nearmap view can show construction sites and new buildings.



IMPROVED VISIBILITY
COMPLIANCE CLARIFICATION



FEWER REPEAT VISITS
SMART RESOURCE ALLOCATION



IMPROVED SAFETY
ACCURATE SITE BRIEFING



 Nearmap Vertical

 Nearmap API

NEARMAP HIGH-RESOLUTION IMAGERY

To find out more about how Nearmap high-resolution aerial imagery and geospatial content can streamline your workflows, [contact us](#).

