Transforming the way WSAA publish their Industry Codes

Executive Summary

Water Services Association of Australia (WSAA) is the peak industry body representing the urban water industry. They faced challenges and pain points when it came to maintaining their Water and Gravity Sewerage Codes and sharing that Intellectual Property (IP) effectively and efficiently with Australian water utilities, designers, and constructors. By implementing the tekReader publishing platform, they achieved:

- 40% reduction in time and costs associated with sharing and distributing their Codes.
- 60% reduction in time it takes to update their codes and deliver to the market.
- Improved content management efficiency through a single source of truth.
- Enhanced end user experience on mobile platforms.
- A vast reduction in travel costs associated with in-person documentation meetings.
- Innovative support system through the platform.
- Online document collaboration during the COIVD pandemic.

Introduction

WSAA maintains a wide range of valuable resources developed in partnership with its members. For example, the Water Supply and Gravity Sewerage Codes are industry standards and particularly important to the water industry.

These reference 'bibles' guide water utilities, designers and constructors in providing cost-effective, sustainable water and wastewater services to the Australian community and its commercial and industrial enterprises.

Their members provide water and sewerage services to over 20 million customers in Australia and New Zealand and many of Australia's largest industrial and commercial enterprises.

They needed a robust and modern online publishing platform to author, collaborate, manage, and scale publishing processes moving away from a traditional paper-based environment.

Problem

The WSAA traditional paper-based environment was causing the following issues:

- Inefficient manual processes in the document life cycle increasing the risk of errors.
- No clear document workflows.
- No single source of truth.
- Communication with Water Utilities through emails, phone calls and in-person meetings were hard to track, retain and report.
- Delays to document distribution and time to market.
- Lack of history or audit trail mechanisms to assist with regulatory requirements.
- The content delivery platform did not scale to meet the demands for mobile platforms.
- Limited end user interaction.
- Analytics to track valuable user metrics not enabled.
- Feedback delays that made critical updates slow and inefficient.
- Environmental impacts based on printing out Codes.
- Accessibility issues for those with disabilities.
- Key person risk to business and limited knowledge transfer.

Solution

We introduced WSAA stakeholders to our tekReader Publishing Platform. The platform provides structured authoring, collaboration, and content management within a native browser environment with multi-channel outputs to our HTML5 eReader as well as PDF. The key features include:

- **Structured authoring**: XML stored in a CMS for data-rich smart content.
- **Author/Collaboration**: Create and update documents collaboratively all in one place through a familiar native web browser.
- **Content Management**: Manage content effectively and efficiently and satisfy regulatory and compliance requirements.
- **HTML5 eReader**: A cloud based eReader that allows users to read and interact with Codes via friendly URLs.
- **PDF**: Access PDF from tekReader print functionality. For those who want to continue using PDF.

Implementation

The implementation of the tekReader Platform included:

- **Initial assessment**: Legacy document (Word for Window) conversion analysis.
- **Document migration**: Migration of legacy documents to platform stored as XML in the CMS, adding metadata, adding document structures.
- **Setup**: Authoring environment, collaboration workflows, roles, and permissions.
- **Test and Accept**: Test and accept the authoring/collaboration environment.
- **Training**: Self-paced online training.
- **Publish**: Publish XML content to HTML5 eReader, assign credentials, proof and accept.
- **Go Live**: Codes available through friendly URLs via the online WSAA Code Shop.

Results

Our tekReader publishing platform provided WSAA with:

- Ready to go online products.
- 30+ years of industry experience.
- Secure, flexible, and managed document delivery in the cloud eliminating costly overheads in maintaining and managing legacy software.
- Greater document quality, consistency, and accuracy that benefits end user satisfaction and therefore lifting/maintaining the reputation of the business while creating less strain on downstream support and call centres.
- Increase document distribution and improve time-to-market through automation therefore eliminating manual process and therefore costs by 60%.
- Easier management of document releases instead of manual uploading PDF to websites that can be error prone resulting in out-of-data content and impacts on the business.
- Revision tracking and audit trails on all document components that improves regulatory and compliance requirements and overall business governance.
- Improved collaboration and workflow process by 60% using online tools that can be accessed from anywhere and anytime – was ideal for COVID strategies.
- Reaching and audience on their preferred mobile platform.
- Ability to track and measure and report on use metrics.
- Low-cost barrier for entry.

Client Testimonial

"tekReader is an exceptional publishing engine!

The workforce is changing, and even digital immigrants have come to expect to find what they need online. Our Water Codes need to work in formats that work regardless of device or platform and tekReader really hits the mark.

External authoring teams now work collaboratively within an efficient self-contained publishing platform that provides us with big cost savings!"

– **Carl Radford, Program Manager Asset Creation**.

Conclusion

WSAA continues to see their Return on Investment (ROI) since the implementation of the tekReader platform. The entire WSAA Code library is now available on a platform that assists water utilities, designers, and constructors in delivering cost-effective, sustainable water and wastewater service to the Australian community and its commercial and industrial enterprises.