



AGM w@tch™ Digital Framework for a Virtuous Water Cycle Management

“Innovation in government is about finding new ways to impact the lives of citizens, and new approaches to activating them as partners to shape the future together.”

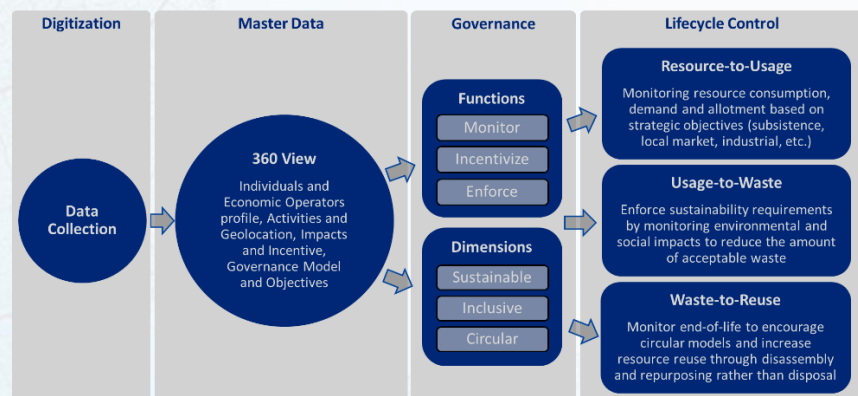
KEY IMPACTS

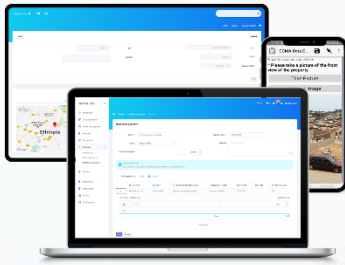
- Sustainability:** Our approach covers factors of social equity, environmental protection, and economic viability with the development of a best-fit, quick-win implementation strategy.
- Inclusivity:** Our approach facilitates the development of an inclusive framework across all stakeholders for a fair and equitable access to the resource from large consumers and abstractors to smallholders.
- Resilience:** Our approach is focused on improving environmental and community resilience through incentives to reduce pressure on the resource ecosystem with regular water availability forecasting and allocation plans.

Access to usable water is a global challenge which makes the management of surface and ground water resources a mandatory and strategic focus. Lack of reliable data about water availability and water demand makes the design and implementation of policies and control frameworks a complex task. Actionable data is the foundation for a well-balanced Water Allocation Plan that allows fair and equitable access to the resource based on defined priority ladders.

Deploying a sustainable water usage framework, that becomes a catalyst to building community resilience, requires the capacity to monitor the entire lifecycle of the resource across demand, allocation, and waste. We address the challenge focusing on two core dimensions: 1) registration and permitting of water abstraction and use, which influences behavior and reduces waste, and 2) water allocation planning which enables a fair and inclusive access for all community members.

The AGM w@tch™ solution supports authorities on national and sub-national level in their objectives to enable an equitable access to the proper quantity and quality of the resource with the collection of actionable data using a simple and extensible digital platform. Through the registration of water abstractors, their geographic locations, and their demands by type of use, the solution enables an equitable and transparent Water Allocation Planning process.





REGISTRATION OF ABSTRACTORS, USER ASSOCIATIONS AND INDUSTRIAL CONSUMERS

AGM w@tch™ offers a robust and flexible registration capability, which includes a complete overview of the Person or Business, location types, relationships, accounts, obligations, and financial information. Relationship functionality can be used for example to group Abstractors together if they are part of an Irrigation Water Users Association (IWUA). Typically, an IWUA allows smallholders to aggregate their demands and secure their access to the resource.

Registration is supported through a wizard-like user interface which provides an alternative to standard ad-hoc views enabling even inexperienced users to navigate through complex business processes quickly and intuitively.

PERMITTING, DEMAND & ALLOTMENTS

Permitting and Demand for Abstraction or Discharge points have a geolocation and a type. For farms, the solution can have multiple crop types and irrigation types. For every combination of crop type and irrigation type, an allotment is defined. Allotment is not necessarily linked to a land/plot/industry but a concept to register the type of use (e.g., crop types in combination with irrigation types) which allows advanced Water Allocation plans by priority ladders.

WATER USAGE, WASTEWATER DISCHARGE, METERS AND METER READS

AGM w@tch™ supports metered and unmetered abstraction and wastewater discharge to monitor usage and determine the charges. Because meter configurations can differ per meter brand and make, the characteristics of a meter are flexible to set up, including Readout types, protocols, number and types of registers and units of measure. Meter reads can be entered and processed individually or can be uploaded for bulk processing using connected external devices.

PRICING AND BILLING

Revenue calculation is the process where the revenue is calculated based on the registered data, based on a contract or an ad-hoc situation. All financial transactions are captured as AGM w@tch™ includes an Accounts Receivable functionality.

Based on communication preferences, bills can either be printed or sent via message (e-Billing). Templates simplify the creation of bills with authority specific data (contact information, logo, and signature).

PAYMENTS AND COLLECTION

All types of payments (partial, full, advance) are supported allowing a single financial view of Persons and Businesses. AGM w@tch™ supports Cash, Mobile and Bank payments with rules to automate allocation and facilitate reconciliation. In case of outstanding debt, AGM w@tch™ supports suspension of the permits, sending out Reminders and Warrants and transitioning into Enforcement and Collection Cases.

KEY BENEFITS

- ⦿ 360 View of Persons and Businesses within robust and flexible search capabilities
- ⦿ Demand registration history used for permits renewal.
- ⦿ Collections features to promote fairness by stabilizing traditional compliance activities.
- ⦿ Real-time statistics for a better control over business processes
- ⦿ Ease of use through wizard-like navigation where possible
- ⦿ Embedded Digital Experience for Citizens and Authorities agents.
- ⦿ Configuration management tools to adopt a continuous innovation culture.
- ⦿ Data Warehouse and Analytics integration capabilities
- ⦿ Upgradeable by design
- ⦿ Cloud and On-Premises Infrastructure compliance
- ⦿ Data conversion and migration services



DIGITAL EXPERIENCE: PORTAL, FORMS AND SERVICE REQUESTS

LOCALIZATION

- True multi-lingual capabilities for the User Interface and communication templates
- Multi-currency and Unit Cost (e.g., labor or goods)
- Supports different calendars (e.g., Gregorian, Ethiopian, etc.)

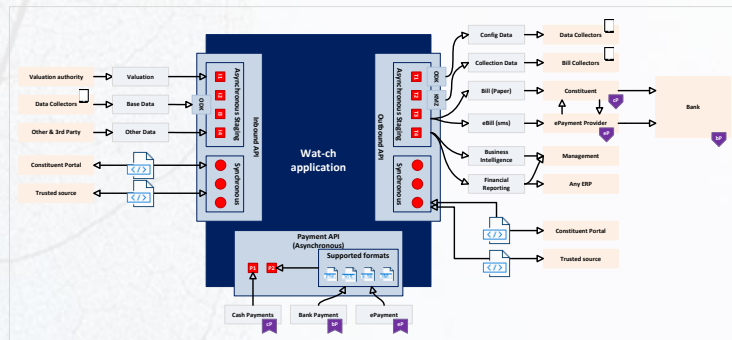
OUR VALUE PROPOSITION

- We complement investments in infrastructure like water drilling installations, pumps and meters deployments, water desalination stations and enable local authorities to be financially autonomous for the maintenance and the extension of the deployed infrastructure.
- An implementation strategy that addresses all relevant aspects in an integrated approach:
 - Diagnose existing problems and develop the appropriate strategy and communication plans.
 - Identification of quick wins for public and private stakeholders with crisp plan for realization
 - Support local authorities in organizational and culture changes necessary for establishing a successful water management framework.
 - Program and Project Management

The AGM w@tch™ framework offers a Portal to improve Citizen services with a modern and intuitive digital experience that includes a dynamic Form Engine and a Request Center to support inquiries (e.g., Abatements, Waivers, etc.)

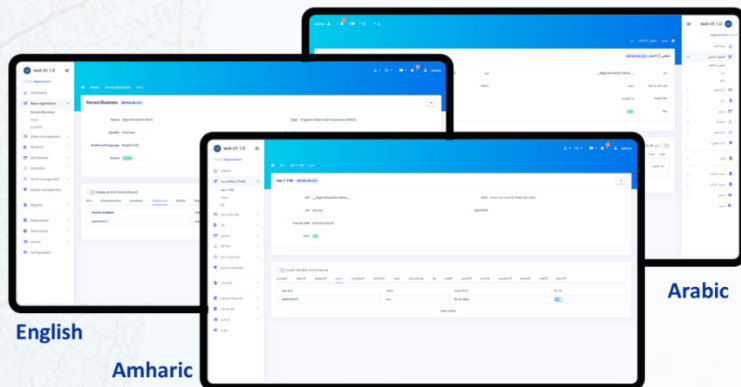
INTEGRATION WITH DIGITAL TOOLS AND DATA ECOSYSTEMS

Integrations are supported by AGM w@tch™ API Gateway. This allows for example the integration of data from/to various systems such as hydrological monitoring systems and databases. The framework can then offer proactive demand management and early remediation capabilities with targeted allocation plans.



TRUE MULTI-LINGUAL

AGM w@tch™ is a true multi-lingual application. Additional languages can be added quickly. UI display is based on internal and external users' preference.



CONTACT US

For more information about AGM w@tch™, please send an email to info@allgovmatters.com or visit <https://allgovmatters.com/w@tch/>

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