

West Valley Water District Enterprise Systems

Vendor	Product	Purpose	Data Category	Custodian	Collection Frequency	Update Frequency
Tyler Technologies	Incode 10	Customer Information System	Customer Information System	Billing, Business Systems/IT, & Customer Service	Daily	Daily
		Financial and Human Resource Management	Financial Reporting System	Accounting, Business Systems/IT, Human Resources, & Purchasing	Daily	Daily
Chase Bank	Bill Pay	Electronic Payment Processing	Customer Information System	Customer Service	Daily	Daily
Chase Bank	Lockbox	Payment Imaging and Processing	Customer Information System	Customer Service	Daily	Daily
Sensus	AutoRead	Meter Reading	Customer Information System	Billing & Meters	As needed	As needed
Tokay	Tokay Navigator	Backflow Device Management	Customer Information System	Billing, Business Systems/IT, Customer Service, Meters, & Water Quality	As needed	As needed
Constant Contact	Constant Contact	Contact Management	Contact Management	Government and Legislative Affairs	As needed	As needed
ESRI	ArcGIS	Geographic Information Management	Geographic Information System	Business Systems/IT, Engineering, & GIS	As needed	As needed
Granicus	IQM2	Legislative Management System	Agenda Management	All Departments	As needed	As needed
Microsoft 365	Exchange	Email	Email System	Business Systems/IT	Daily	Daily
NeoGov	Insight, Onboard	Recruitment and Onboarding	Human Resources	Human Resources	As needed	As needed
Planetbids	PlanetBids	Online Procurement System	Purchasing	Purchasing	As needed	As needed