EDAMS Information Management Systems

An off-the-shelf data systems solution

EDAMS Information Management Systems is a technology and business solution company that provides utilities, municipal, and government agencies with fit-for-purpose software solutions to improve overall utility performance and efficiency.

The tool was developed by Hydro-Comp, a technology company with more than 35 years of experiences working with customers in 18 countries, including several in Africa such as Botswana, Kenya, Lesotho, Swaziland, Malawi, Sierra Leone, South Africa, Tanzania, and Zambia.

In the water and sanitation sector, EDAMS enables utilities, municipalities, and governments to:

Manage on-site sanitation (OSS) facility delivery

Using the EDAMS billing and customer relationship management (CRM) modules.

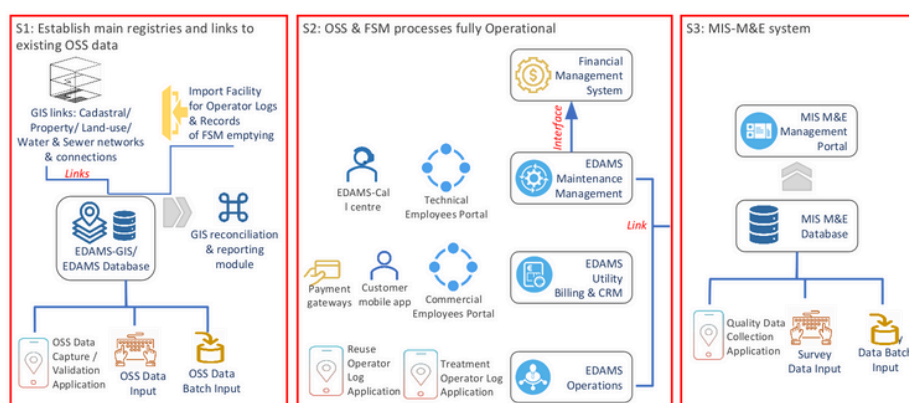### Operate faecal sludge management (FSM) systems

That cover FSM emptying management, FSM licencing, and FSM operator management using both the EDAMS billing and CRM as well as the EDAMS Maintenance Management modules.

Set up business intelligence and management reporting

Reporting for water and sanitation operations. The dashboard provides reports for all business areas and reporting levels. The system calculates and presents information on relevant performance indicators on a utility management portal.

Functional Layout: OSS & FSM Operational Management System & Monitoring and Evaluation system of the Intervention Processes

Dev-Afrique Development Advisors, a DevGlobal partner, is currently implementing a BMGF-funded project called Public Service Data Systems: Landscaping, Learning, and Technical Assistance. The project aims to strengthen WSH public data systems - focusing on non-sewered sanitation – for effective performance management at the municipal and utility levels in selected countries across Africa.

EDAMS offers a variety of software and services, including:

- **Commercial Management:** EDAMS improves customer services by ensuring accurate billing, consumption metering, revenue and debt management, and commercial planning.
- **Operations Management:** EDAMS improves productivity and efficiency in operations and service delivery by enabling data—and evidence-based management decisions that result in less breakdown time and swift responses by fieldwork management systems, among other things.
- **Maintenance Management:** EDAMS delivers effective and proactive maintenance service through a dedicated call centre, social media, and fieldwork management systems.
- **Asset Management:** EDAMS provides an accurate asset registry through a combination of data management systems, including the GIS/Infrastructure asset register, commercial data, and other related spatial data.
- **Distribution Management:** EDAMS enables users to increase revenues and reduce losses by ensuring proper zone and Non-Revenue water management, proper metering and billing
- **LIMS & Quality Monitoring and evaluation:** EDAMS improves quality service delivery, ensures compliance with legislation and enables swift nonconformity corrective actions.

Tool Adoption Options

Utilities, municipalities, and government agencies can use the EDAMS modular system to select information management solutions that best fit their specific needs. They can also systematically introduce EDAMS information management solutions in a phased approach consisting of three stages (see table below). Depending on the maturity of their data systems, they can choose to adopt the solution at any stage. The table below presents the three possible stages for reference.

Stage	Purpose	Faecal Sludge Management (FSM)	On-Site Sanitation (OSS)
Silver Stage Establish main registries and links to existing OSS data ⟶	Assist users in setting up and maintain validated registries by systematically mapping all processes and establishing a validated data repository for business processes.	Set up Logs of treatment and reuse operators.Establish a record of faecal sludge emptying	Create a property database (to be linked to other agencies for regular updates).Convert and validate existing external OSS data.Include additional fields in existing systems to accommodate OSS status, certification, etc.
Gold Stage OSS & FSM processes fully Operational ⟶	Enable users to improve productivity and efficiency of service delivery and maintenance functions	Enable applications for FS emptying and transport licence, FS treatment operator licence, and FS reuse operator licence.Enable maintenance management by monitoring FS emptying activities and FS operator inspections.Enable billing for sanitation levy and emptying fee.	Establish EDAMS billing and CRM applications for OSS delivery process. Charges through the OSS-delivery process are also applicable.Establish a call centre for customer complaints.Enable OSS facility registration, payment for OSS facilities, and create demand through the customer portal or mobile app.
Platinum Stage Manage FSM & OSS delivery process through field work & M&E ⟶	Enables users to fully integrate the sanitation data systems for planning, monitoring, maintenance, and reporting.	Monitor FS emptying management and the treatment and reuse of operator logs.Provide statistics to account for handling licenses (franchise/lease fee and treatment fee).	Ensure OSS property captures and validation, the creation of new property, and manages the OSS delivery process for contractors/field workers.Mobile app to collect information on the effect of the intervention.Set up the EDAMS-BI system (Dashboards) for Monitoring & Evaluation.

For more information on the deployment options and offerings, please reach out to info@edams.com