



Société du Canal de Provence et d'Aménagement de la Région Provençale (SCP)
Aix en Provence, France
www.canal-de-provence.com

Industry:

Utilities

Annual Revenue:

US\$135 million

Employees:

400

Oracle Products & Services:

Oracle Spatial

Implementor:

Nomad NetCom
www.nomadnetcom.com

“By rationalizing and making all our business data reliable, Oracle Spatial technology contributes to the success of our business. It helps us to make informed decisions concerning equipment replacement and maintenance and the extension of our network.” – Guy Cardoën, Information System Department Manager, Société du Canal de Provence et d'Aménagement de la Région Provençale

SCP Integrates Geographical Data to Enhance Service and Improve Planning

Created in 1957 by the French Ministry of Agriculture, the Société du Canal de Provence et d'Aménagement de la Région Provençale (SCP) is responsible for the hydraulic development of the Provence-Alpes-Côte d'Azur region. A major player in the economic development of this region, SCP is the water supplier for approximately 3 million inhabitants, 500 enterprises, 6,000 farms, 40,000 individuals in a suburban area, and 1,000 fire hydrants. The company also manages 571 kilometers of underground waterways and open conduits and 5,000 kilometers of supply and distribution lines.

Challenges

- Improve customer service
- Continually enhance processes and tools to ensure ongoing compliance with Quality Management Systems (QMS) ISO 9000 version 2000
- Implement tools that can simulate, anticipate, and accelerate decisions to meet growing demand

Solution

- Implemented Oracle Spatial to create a geographical information system (GIS) Netview to store and check digital maps, aerial photos and topographical background
- Integrated Netview to other applications, such as electronic document management, data warehouse, networks topography, and customer relationship management (CRM)
- Replaced paper media (maps, aerial photos, and topographical background) with reliable digital data
- Provided 250 agents with a single source of access to all jobs and customer data via a Web browser
- Enhanced customer service by empowering call center representatives with a single source of information regarding contracts, monitoring and interventions, and land registry
- Improved readability, reliability, and comprehensiveness of geographical data on the organization's networks
- Facilitated network maintenance and extension projects using the system's simulation capacities