



eLogger

# WASTEWATER RECLAMATION

CLIENT SUCCESS STORY

## eLogger® Keeps Efficiency Flowing for Pima County Wastewater Reclamation Department

### Client

Pima County Wastewater Reclamation Department

### Industry

Wastewater Reclamation

### Location

Tucson, Arizona

### Number of Locations

9

### Number of Employees

450

*"We have zero complaints. I only wish everything was this easy to roll out and use."*

The Pima County Regional Wastewater Reclamation Department (PCRWRD) is responsible for more than 3,400 miles of sewer, two metropolitan treatment plants and seven sub-regional facilities throughout Pima County, Arizona.

PCRWRD is an industry leader in the management and sustainability of the water reclamation cycle—in fact one of its programs was selected as the 2015 Sustainability Project of the Year Award winner by the Arizona Chapter of the American Public Works Association. To help ensure each of its facilities are accurately recording and tracking the vital day-to-day operational data required of them, PCRWRD selected eLogger as its electronic logbook solution.

### Paper Chase Across 60 Acres

"Our largest facility covers nearly 60 acres, with many different process areas spread out across the facility," explains Eric Nelson, Technical Services Manager for PCRWRD. "Before eLogger, we would need to walk to each area to view the individual logbooks maintained there. It was a challenge for the supervisors to know what was going on across the facility at any time, or which staff members were working where. And since the logs were handwritten, there was often a problem of interpreting the handwriting."

### Where's the Data?

David Adamovich, Process Control Supervisor for PCRWRD, explains another challenge facing the Department. "We are highly regulated by federal, state and local agencies, and with our multiple paper logs, if there were some type

of incident, it would have been a very difficult, entirely manual process to pull together all the relevant data."

### eLogger Wins on All Counts

The Department had planned and budgeted for electronic logbook software, but until recently, it found the technology was outside of that budget. "Then our Deputy Director, John Sherlock, came across an article about how other organizations in our industry are successfully using eLogger," says Nelson. "We investigated it for ourselves, and it was precisely what we were looking for."

One other electronic logbook application was also seriously considered, but Nelson says that the decision to select eLogger was due





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to the software's ease of use, flexibility and affordability. "eLogger has an intuitive interface that's easy for users of all skill levels to learn and to use."

*"eLogger does precisely what it's supposed to do, and it's backed by a company that invests in the solution and cares about its customers."*

## **Rapid Deployment**

Nelson and his colleagues attended a series of training classes offered online by eLogger, and with the knowledge they gained there, were able to implement the software very easily on their own. "We found the training to be very helpful and informative," says Nelson. "It covered everything from building the log form templates to daily use and queries. We had no issues at all with the implementation. In fact we have zero complaints. I only wish everything was this easy to roll out and use."

## **Immediate Access to Vital Data**

With eLogger, tailored logbook forms collect the specific information required of each process area, and store the data in a single, secure and searchable database. "It's so much more efficient—we're able to access any log easily from a single location," says Rod Graupmann, SCADA Program Manager for PCRWRD. "And the data is completely searchable. We can search by date, operator or any keyword, and quickly locate all the logbook records that correspond."

## **Flexible and Adaptable**

Currently PCRWRD has 60 users accessing eLogger, but has immediate plans to roll the solution out to additional facilities and users. "We started with our operations staff," Nelson explains, "And since eLogger is so flexible in the way we can create custom logbook templates, we're able to adapt it to work for our maintenance and instrumentation staff as well. We recently purchased 40 additional user licenses for our Sub-Regional Reclamation Plants."

## **Highly Recommended**

Graupmann has nothing but praise for the exceptional customer service the Department receives from the eLogger team. "I am very impressed," he says. "They are responsive, fast and helpful."

"We'd definitely recommend eLogger to other organizations like ours," concludes Nelson. "eLogger does precisely what it's supposed to do, and it's backed by a company that invests in the solution and cares about its customers. Hard to ask for more than that."

## **About eLogger Inc.**

eLogger Inc. is an innovative technology company dedicated to developing solutions that address real-world business challenges in inventive, flexible ways.

Our eLogger electronic logbook solution replaces paper logbooks and disconnected systems—collecting and distributing real-time data about your operations to those who need to know.

In use by more than 300 facilities worldwide, eLogger Inc. solutions contribute to the safety, efficiency, and best-business practices of businesses in many industries.

## **Contact us to learn more:**

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