

CASE STUDY

Transforming Sunwater's Legacy ICT Infrastructure Systems for a Scalable Future

OVERVIEW

sunwater

Sunwater is a bulk water service provider in Queensland, supplying agriculture, urban and industrial customers. They operate 19 dams and over 1900 kilometres of pipeline store. Sunwater capture and deliver around 40 per cent of the water used commercially in Queensland to more than 5000 customers.



CHALLENGES

In 2018, Sunwater faced challenges posed by an IT infrastructure that did not meet the demands of its increasingly mobile workforce.

Legacy systems, though critical to daily operations, had become barriers to innovation and scalability, making it difficult for field teams to access essential data. Staff were also burdened by inefficient manual processes that posed compliance risks.

Seeking to modernise its technology and drive continuous innovation, Sunwater partnered with Codify for their expertise in Azure cloud solutions and development. Together they embarked on a journey to transform Sunwater's IT landscape, enhancing accessibility, operational efficiency, and scalability.

Since the partnership began six years ago, Codify has delivered cutting-edge solutions to address challenges and achieve milestones. Recently, the partnership was reinforced with a renewed contract, ensuring Codify's managed Azure services will continue to support Sunwater's operations into the future.

SOLUTIONS

Re-platforming Legacy Applications for Mobility

A cornerstone of the transformation was the re-platforming of Sunwater's critical applications, such as ArcGIS. This essential tool for mapping and geographic information systems (GIS) was previously limited by its outdated infrastructure, constraining field teams' ability to access real-time data.

“Codify has been our guide, ensuring we're on the right path.

Their expertise in Azure has made our transition smoother, faster, and more cost-effective.”

Rohan Dwyer

GM Cyber & ICT Operations, Sunwater

Codify migrated ArcGIS to Azure, transforming it into a mobile-friendly, web-based application. This shift delivered transformative benefits:

- **Mobile Accessibility:** Field teams gained real-time access to GIS data via smartphones and tablets, enhancing efficiency and decision-making.
- **Reduced Operational Burden:** Azure's cloud infrastructure reduced the need for internal management, freeing IT teams to focus on innovation.
- **Scalable and Secure:** Azure's secure and scalable environment met Sunwater's resilience requirements, laying a robust foundation for growth.
- **Cost Efficient:** Operational efficiencies gained through simpler infrastructure management allowed Sunwater to invest more in innovation within the product to return value to stakeholders.

Automating Identity and Access Management

While modernising applications was a priority, Sunwater also faced capability gaps in its identity and access management (IAM) processes. Manual account creation and no integration between its HR system and Active Directory were creating data inconsistencies and potential compliance risks. Codify helped Sunwater automate this process with an Integration Platform as a Service (IPaaS) solution.

This solution streamlined IAM and provided:

- **Automated Synchronisation:** Daily data synchronisation between the HR solution and Active Directory ensured that user accounts were always accurate and up-to-date.
- **Improved Compliance:** Automated logging of access changes allowed Sunwater to better manage audit readiness and reduce compliance risks.
- **Operational Efficiency:** With fewer manual processes, Sunwater saved time, reduced the risk of errors, and improved overall productivity.





Connecting Data Silos Through Integrating GIS and SAP Systems

In addition to modernising legacy applications and automating IAM, Sunwater sought to enhance data flow between its GIS and SAP systems. Codify led Sunwater through a proof of concept (POC) that demonstrated the potential for seamless integration between GIS and SAP via Azure.

The POC successfully showed real-time data-sharing capabilities between the two systems, enabling:

- **Streamlined Access Management:** Connecting GIS roles with payroll data ensured smoother, role-based access management.
- **A Foundation for Future Integrations:** This initial success laid the groundwork for further system integrations, which will support Sunwater's long-term digital transformation goals.

Extracting value from data for Sunwater and its Customers

By enhancing data availability, resilience, and security through Azure cloud, Sunwater unlocked greater value from its systems and information.

Improved capabilities allow Sunwater to leverage data-driven insights, leading to better decision-making and enhanced service delivery for customers.

“Codify’s guidance has allowed us to extract more value from our data, improve our operational resilience, and serve our customers better.

Their understanding of our needs and Azure’s capabilities has helped us future-proof our systems.”

Rohan Dwyer
GM Cyber & ICT Operations, Sunwater

RESULTS

The Outcome: A Scalable, Resilient Future

The partnership between Sunwater and Codify has not only addressed immediate challenges but has also set the stage for long-term growth.

Sunwater has transformed its legacy systems into secure, scalable cloud solutions that support a mobile, efficient workforce. By re-platforming applications, automating IAM, and connecting siloed systems, Sunwater has reduced operational overhead and enhanced its capacity to scale and innovate.

Looking Ahead: Sustainable Growth and Innovation

With its technology strategy supported by cloud-enabled systems, Sunwater is poised to evolve and innovate well into the future. By leveraging cloud technology, automating critical processes, and adopting an agile approach to projects, Sunwater is enhancing its ability to meet the needs of a modern workforce while prioritising efficiency, security, and compliance.

