

ERP

BI & EPM

Middleware

CRM / CX

Managed Services

Infrastructure



Case Study

# Clark County Water Reclamation District Improves Customer Experience with AST Support Services

**Clark County Water Reclamation District, Las Vegas, NV**

Clark County Water Reclamation District is a nationally-recognized leader in the field of wastewater treatment.

Every day, more than 170 million gallons of used water and sewage from thousands of local homes, hotels, schools, churches and businesses make their way to one of three treatment facilities located in Clark County, Henderson, and Las Vegas, NV. The "Clean Water Team" is responsible for the largest of those treatment facilities.

## Oracle Applications

- General Ledger
- Payables
- Receivables
- Fixed Assets
- Cash Management
- Purchasing
- iProcurement
- Projects
- Human Resources
- Payroll
- Self Service HR

## Services Provided

- Oracle E-Business Suite
  - Support Management
  - Functional Support
  - Technical Support
  - Database Administration

## Business Needs

Clark County Water Reclamation District (CCWRD), a long time Oracle E-Business Suite customer and client of AST Corporation, sought to improve its EBS support services after a successful upgrade to Release 12.1.3. At the conclusion of the upgrade, CCWRD recognized that the upgraded and extended EBS footprint required more extensive support services than could be provided by its existing IT staff.

## Services & Benefits

CCWRD determined that a continued relationship with AST would provide the best option for a rapid and smooth transition, and chose a flexible support model to match its needs.

AST has long been providing remote functional, technical, and database administration support services to CCWRD. Using a blend of internal and AST resources, and AST's proprietary support methodology, CCWRD is able to provide the full range of support coverage at all tiers and/or experience levels to the District's business users.

In order to ensure that Oracle EBS support services continue to be provided in a unified and structured approach for years to come, AST also assisted CCWRD in instituting:

- A formal Support & Change Management Process
- Patching & Instance Management Strategies

With this new support structure in place, CCWRD has been able to:

- Address its day-to-day support needs
- Progress to phases of the system lifecycle that allow it to optimize and further enhance system capabilities

CCWRD and AST have developed an excellent partnership, working as one team to maintain stability and continuity of services for CCWRD's Oracle Applications user base. Working together, CCWRD and AST have developed a synergy that enables the District to work effectively and efficiently across internal organizations to get the most out of its investment in the Oracle Applications.

APPLICATIONS SOFTWARE TECHNOLOGY CORPORATION

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AST Corporation services encompass all aspects of Oracle E-Business Suite Applications and Technologies, Business Intelligence/Enterprise Performance Management, Oracle Fusion Middleware, CRM and Managed Services. Our unblemished track record, combined with our Oracle Platinum partnership and our exclusive focus on Oracle software will enable you to undertake the most challenging projects with confidence.

