

Case Study



Company :
WaterOutlook Limited

Industry :
Local Government
Operations and Compliance

Company Size :
1 – 10 employees

Established Since : 2009

Presence :
New Zealand

“iWV’s key benefit? I sleep at night not worrying if our infrastructure’s going to work. As the business owner, this is what it comes down to.”

Peter Johnson
Director, WaterOutlook



Situation : WaterOutlook is a cloud-based, remote monitoring and data management service for local governments. Their software collates water, waste and storm water readings for operational and compliance purposes. It then produces user-configurable reports within seconds. Their clients then access this information from any web-enabled device.

WaterOutlook initially ran their own servers on site. As their client-list expanded, infrastructure and geographic redundancy became paramount.

Task : WaterOutlook initially considered six service providers. When they approached iWV, they were looking for a specific level of service. In preliminary talks, iWV quickly grasped the key issues and their related business drivers. iWV offers modern infrastructure design, in-built redundancy and considerable network bandwidth.

“iWV helped us decide on the best overall solution - for now and in the future.” says Peter Johnson, Director at WaterOutlook.

Action : iWV confirmed that a co-location solution would minimise further capital expense. It utilises existing hardware and best enabled WaterOutlook for forecasted growth.

Co-location meant WaterOutlook’s servers were plugged into iWV’s Auckland data centre. Being in New Zealand, it met data sovereignty requirements. WaterOutlook also retains ownership of their hardware – another common client requirement. Every 24 hours, data is uploaded from WaterOutlook’s servers into the cloud. This offers a 3rd level of redundancy for their data storage.

Result : “The level of service and communication from iWV has been outstanding. There is always flexibility when helping us address any issue. iWV always works towards a solution.” says Peter.

WaterOutlook has been an iWV client for the past 18 months. Like any managed customer, they receive the personal attention of a dedicated account manager.

Peter’s final advice: “As a prospective client, you have to understand what you want. Sit down with iWV and start working with them on the best solution.”