

Paradise Irrigation District
Catalog of Enterprise Systems (SB 272)

Updated 11/18/2025

Vendor	Product / Application	Purpose	Category / Type of Data	Custodian Dept.	Frequency Collected	Frequency Updated
Tyler Technologies	Insite	Customer Utility Account Management	Website	Customer Service & Finance	Daily	Daily
Fulcrum	Job Costing / Ticketing	Maintenance and Project Work Order Tracking	Inventory, Job cost	Transmission & Distribution	Daily	Daily
Tyler Technologies	Incode 10	ERP / CRM / Utility Billing	Persons, Parcels, Financial Data, Human Resources, General Ledger, Service Requests, Water Meter Information	Customer Service & Finance	Daily	Daily
Dropcountr	Dropcountr	Customer online tool to manage view and manage water use	Water meter history	Customer Service & Finance	Daily	Daily
Harris ERP	Questys	Document Management	Historical documents, Archived documents	Administration	As Needed	As Needed
ARC GIS	GIS Mapping	Mapping & Design Software	GIS, Map creation, Asset management	Transmission & Distribution	Daily	Daily
Microsoft	Office Suite	Office Automation	Historical records, Data collection & analysis	Information Systems	As Needed	As Needed
CivicPlus	Website	Communication with public / Public Information / Conservation	PDF document repository, Audio for public meetings, Public Information	Information Systems	As Needed	As Needed
Watts	Syncta	Cross-Connection Control Management		Transmission & Distribution	As Needed	As Needed

Updated 05/01/2023