

Paradise Irrigation District  
Catalog of Enterprise Systems (SB 272)

Updated 07/30/2018

Vendor	Product / Application	Purpose	Category / Type of Data	Custodian Dept.	Frequency Collect	Frequency Updated
Tyler Technologies	Insite	Customer Utility Account Management	Website	Customer Service & Finance	Daily	Daily
In-house	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
AmCoBi	Aquahawk	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Harris ERP	Questys	Document Management	Historical documents, Archived documents	Administration	As Needed	As Needed
Microsoft	Exchange	Electronic mail communication	E-mail	Information Systems	Daily	Daily
Autodesk	Civil 3D	Mapping & Design Software	GIS, Map creation, Asset management	Engineering	Daily	Daily
YouTube	YouTube Channel	Repository of Audio Records for Public Meetings	Audio public meetings	Information Systems	As Needed	As Needed
Microsoft	Office Suite	Office Automation	Historical records, Data collection & analysis	Information Systems	As Needed	As Needed
In-House	Website	Communication with public / Public Information / Conservation	PDF document repository, Audio for public meetings, Public Information	Information Systems	As Needed	As Needed

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