



## **CORPORATE PROFILE 2011**

IMQS is helping  
to build a better  
infrastructure and  
therefore a better  
world for all.



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## 01. INTRODUCTION



By supplying market leading software to municipal and private sector customers, infrastructure managers have a better knowledge of the integrated nature of their asset master planning, asset maintenance planning, asset condition and useful life, as well as better control over their budgets, revenue and priorities. As a result, revenue is optimised and investment capital is being better utilised and the infrastructure is improving as a whole.

IMQS not only serves as an engineering tool for technical staff, but assists in revenue management and produces component-level valuation and financial asset registers which are compliant with the accounting standards (GAMAP and GRAP) as required by the Auditor-General, therefore, bridging the gap between finance and engineering.

IMQS's success is attributable to the fact that it is strategically partnered with specialist engineering, revenue and asset management consultants. In doing so it has merged cutting edge consulting services with specialist GIS-based Asset Management Software, resulting in a market leading integrated asset management information system. IMQS offers software which is sold on a per module basis. Each module 'plugs in' to a common set of reporting, graphing and mapping objects such that customers can extend, at will, the number of modules they require.

**Many of the IMQS modules have been developed in close collaboration with our customers to ensure a close fit with their needs.**

From company Chief executives, councillors and engineers, IMQS provides the right information on which to make informed decisions and to deliver service excellence.

## 02. WHO WE ARE



IMQS software is a proudly South African product which was established in the late 90's by two of South Africa's leading Civil Engineering firms: GLS Consulting and V&V Consulting.

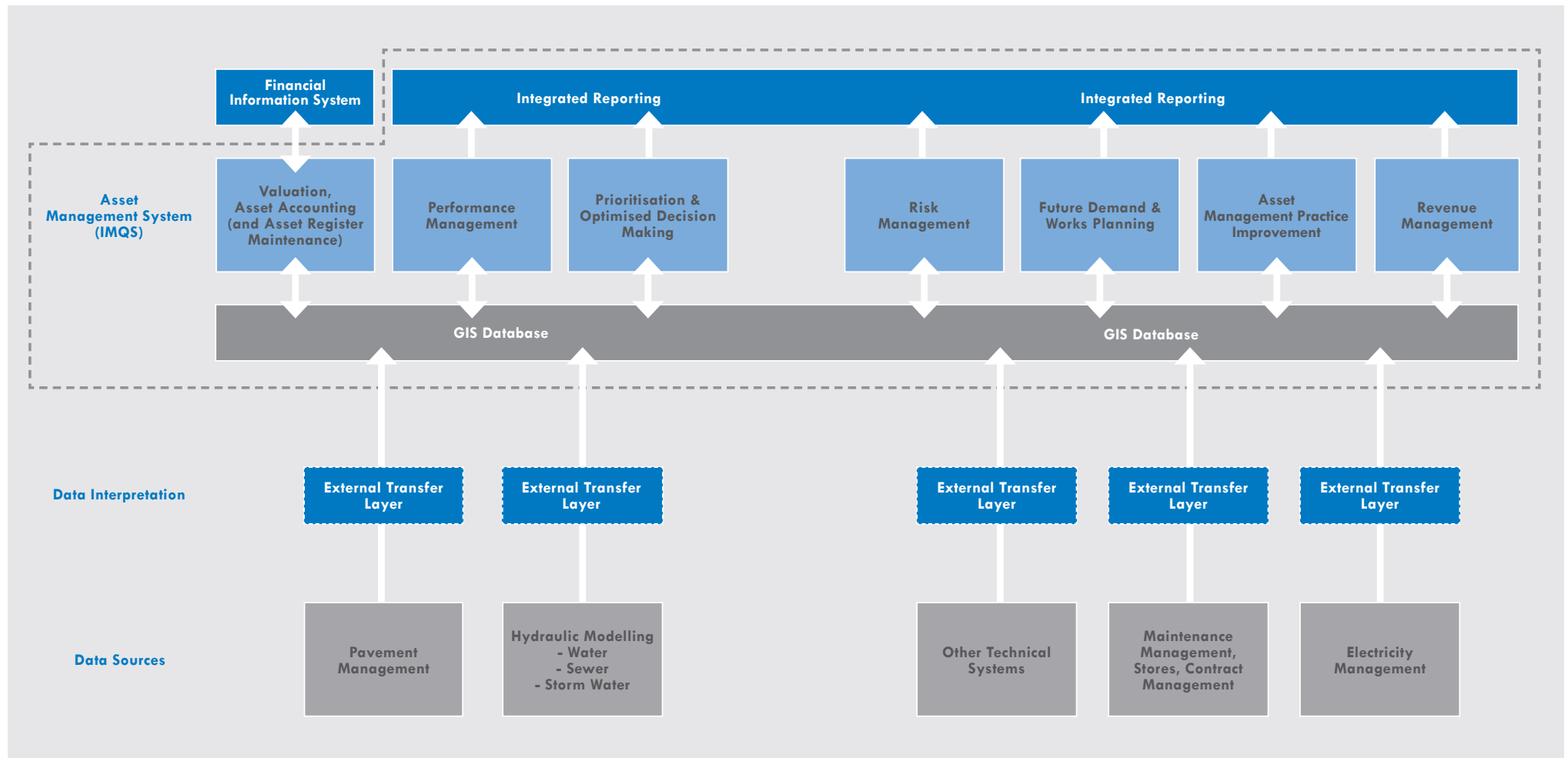
IMQS prides itself on being an independent software company, underpinned by a versatile data integration layer that makes it possible to take on multiple sources of information from different systems or databases. The result is an application that pulls data together across multiple asset classes, such as water, sewer, roads, buildings, bridges, storm water, electricity and more, and integrates and transforms this data into information appropriate for making informed asset management decisions.

IMQS has been developed and deployed in South Africa but has customers in the rest of Africa including Namibia, Algeria, Uganda and Libya.

**IMQS's geospatially-based management system renders asset information across more than 50 local municipalities, including 5 of the 6 metropolitan municipalities in South Africa.**

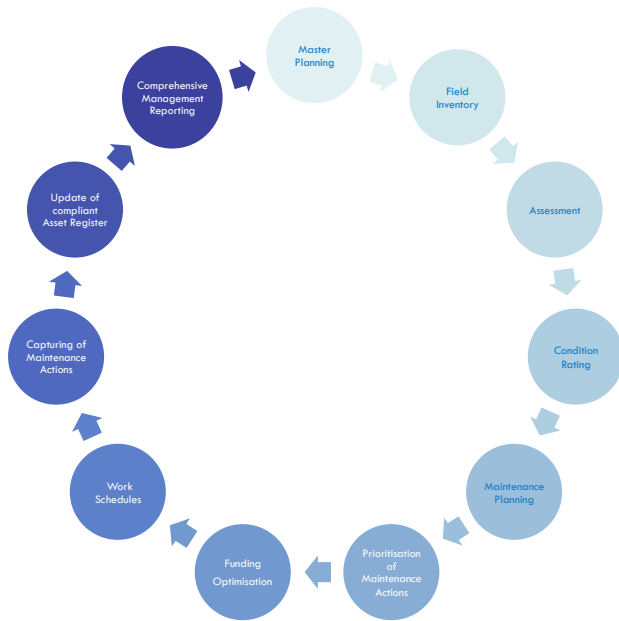


### 03. BUSINESS MODEL



Based on the "International Infrastructure Management Manual" and "Guidelines for Infrastructure Asset Management in Local Government – DPLG"

## 04. ASSET MANAGEMENT



*Asset Management Life Cycle*

Today, more than ever before, infrastructure managers have it tough, as they battle with tight financial controls, pressure to deliver services on existing infrastructure and having to make sense of huge volumes of data across different asset classes. What's more, the industry is becoming increasingly regulated.

As a result of the challenge to integrate the different asset layers with the associated layers of information, such as physical properties, spatial and treasury data, maintenance plans and asset registers, asset management has historically been fragmented into sectors, like water or roads. IMQS offers the ideal solution to access and integrate this data seamlessly.

This simple yet powerful system manages to manipulate external data to provide knowledge at a glance by cutting across various types of assets and information. It gives an holistic view that is graphically represented in an integrated asset management, GIS based system.

**Definition: Asset management is a systematic approach to budgeting, establishing, maintaining, upgrading and operating physical infrastructure assets in the most cost effective manner.**

IMQS provides users with an integrated decision support software suite to facilitate this challenging business process. This integrated environment ensures optimal asset preservation within the holistic service delivery strategy of authorities, easily achieved through seamless information transparency.

## 05. SOFTWARE SOLUTIONS



IMQS is an easy-to-use operational, reporting and querying application. Reporting is done in the form of alphanumeric reports, graphs and GIS type maps.

Reports in all three formats are on selection generated from the basic data and, therefore, reflect the current status in the data warehouse. All reporting is done in predefined format, but allowance is made for customisation by the user as well as additions and modifications by IMQS as requested by clients. These would often include standard type documents that need to be generated for reporting to a management or governmental body.

Due to the fact that IMQS is based on a modular concept where reporting is done per infrastructure or asset type, the user can select to obtain reports or perform queries for a single asset type (e.g. water distribution or road system) only, or for multiple asset types simultaneously. The data hierarchy also allows for reporting at different levels of detail.

**The total IMQS reporting functionality and data warehouse structure allows for comprehensive reporting on strategic, management and operational level.**

### STRATEGIC REPORTING

IMQS provides comprehensive reporting to serve as support for high level strategic decision making in the process of infrastructure planning, operation and management. This includes reports on potential revenue improvement, future planned projects with budgeting, budget prioritisation based on project risk allocation and asset management compliant to accounting practices standards.

### MANAGEMENT REPORTING

Managers of infrastructure find IMQS invaluable in providing the reporting required to perform planning of project implementation, monitoring of aspects such as system performance, maintenance efficiency, project progress etc. and being able to produce predefined format updated executive summary reports for decision makers.

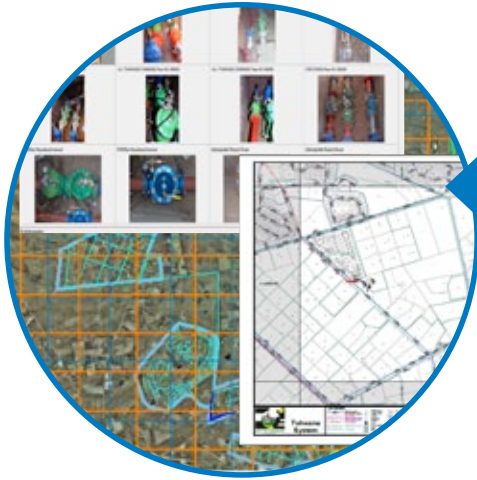
### OPERATIONAL REPORTING

IMQS provides a detailed reporting platform for day-to-day decision making and action planning by the operational managers of infrastructure. This includes reporting on aspects such as prioritised preventative maintenance or refurbishment of infrastructure, potential faulty infrastructure system components, the effects of interventions on system performance and live results of monitoring systems such as meters.

# 05. SOFTWARE SOLUTIONS

(CONTINUED)

The following examples of reports are generic and in most cases apply across all asset types, such as water distribution systems, sewer reticulation systems, roads, storm water systems, ground water extraction, electricity distribution systems etc.



## EMBEDDED DOCUMENTS

In the map viewer of IMQS objects such as documents, drawings, scanned images or photos can be linked to a polygon or feature and accessed by selecting the relevant feature. An example is that of plans in PDF format representing the layout of infrastructure in a corresponding grid block. These plans, which collectively form a plan book of an entire system, such as a water network, can be selected and printed directly from IMQS in a standard format.



## INFRASTRUCTURE NETWORKS

The general layout of infrastructure, such as water or sewer network, is shown in colour coding corresponding to component attributes. By selecting the component a range of attribute data is displayed. This varies from basic data, such as the diameter, material, installation date and pressure rating for a pipe, to operational information, such as the results of hydraulic analyses for different water demand scenarios.



## NON-INFRASTRUCTURE ASSETS REPORTING

IMQS also reports on non-infrastructure assets e.g. schools and judicial buildings.

# 05. SOFTWARE SOLUTIONS

(CONTINUED)

## REPORTING PER LAND PARCEL E.G. TREASURY DATA



IMQS allows for the spatial display of attribute data and information related to polygons through normal GIS type querying as well as a very fast search procedure based on the information contained in any one of a range of attribute data fields. An example is the locating of a land parcel based on the owner's name and the display of individual water meter readings over a specified time period as well as the calculated statistics of water consumption on the parcel over that period.

This type of display also allows for easy identification of outliers or potentially malfunctioning components, such as a faulty meter or reading mismanagement resulting in the water consumption being indicated as zero on a land parcel where the consumption history, value of improvements and aerial photo indicate water being consumed on the site.



## UNACCOUNTED FOR CONSUMPTION

Strategic reporting, such as non-revenue or unaccounted-for water, is done on a zone basis with the results of the related analyses directly transferred into IMQS from sophisticated analysis software that obtain the basic data from billing and bulk meter systems.



## REVENUE MANAGEMENT

Account level reporting is facilitated by the integration of treasury data sets with IMQS. The history of actions e.g. electricity cuts and workflow e.g. summons are shown either for individual consumers or on ward level. These actions or workflow are compared to payment responses in order to collect outstanding debt in the most cost effective manner.

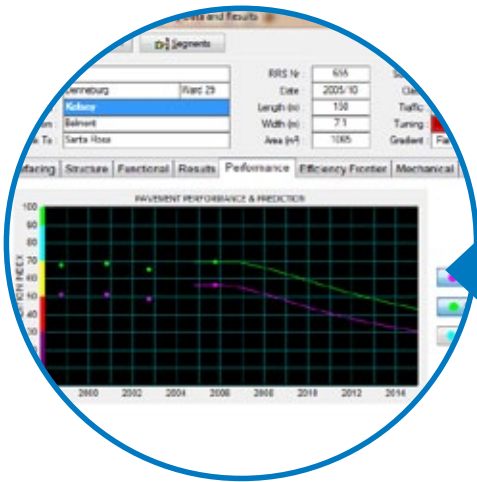
# 05. SOFTWARE SOLUTIONS

(CONTINUED)



## MASTER PLAN REPORTS

Alphanumeric reports are produced in IMQS in predefined but customisable format. These can be exported into text or spreadsheet files or printed directly from IMQS. On selection the reports are created from the basic information contained in IMQS's database. An example is the list of so-called master plan items, pertaining to required infrastructure projects to accommodate anticipated future development in a service area.



## COMPONENT CONDITION REPORTING

IMQS reports in graphical format, the predicted deterioration or improvement of infrastructure component condition and performance given different funding scenarios.

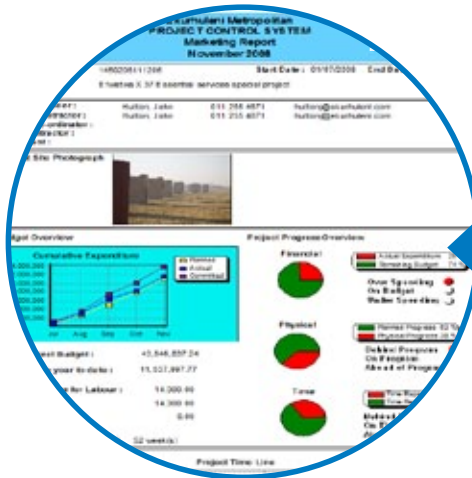


## BUDGET PRIORITISATION

IMQS serves as both the data input and reporting application for the risk-based budget prioritisation process. This screen shows the input for the allocation of probability and consequence of failure related to a specific proposed project.

## 05. SOFTWARE SOLUTIONS

(CONTINUED)



## PROJECT CONTROL

Those projects that are successful in the budget prioritisation process are then managed and monitored in the IMQS Project Control System (PCS).

This system allows, inter alia, for the following:

- Fully internet driven (24 hour access)
- Standardisation of feedback forms
- Co-ordinated monitoring of all projects
- Automatic marketing flyer for each project
- Optimised usage of funds
- Future vision for all involved
- Co-ordinated development/customisation
- Reduced duplication/redundancy of data
- Facilitates future budgeting
- Enforced backup procedures
- Controlled security access
- Efficient utilisation of human resources

## COMPLIANT WITH THE ACCOUNTING PRACTICES (GAMAP AND GRAP) IN TERMS OF THE MUNICIPAL FINANCE MANAGEMENT ACT (MFMA)



- Hierarchy/classification down to component level
- Soft coded to adjust to the Asset Management Policy
- 6 layers for effective componentisation and roll-up functionality
- Reports for data integrity checks, valuation reports and asset management plans
- Archive and trend reports
- Linked to spatial data (GIS)
- Data reviewing, editing and revaluation (filters, input forms, integration tools)
- Audit trails
- Look-up tables for unit rates and useful lives
- Maintenance budget tools
- Export to standard formats
- Server-based to allow for real-time updating, concurrent users and access control
- Criticality and confidence grades and failure modes
- Identification, Ownership, Renewal, Depreciation, Impairment, Disposal, Revaluation, Management (Technical)

## 06. SERVICES



IMQS offers world class software supported by world class professional services.

For our range of professional services please see below:

### DATA INTEGRATION SERVICES

Following the purchase of our software, we either work directly with clients or with their service provider of choice, to ensure that the most up-to-date data is imported into IMQS.

### SYSTEM IMPLEMENTATION AND TRAINING OF PERSONNEL

After a dataset has been imported into IMQS, a member of our support team will visit the client to do an installation and complete initial training.

### GENERAL SOFTWARE AND SYSTEM SUPPORT

IMQS offers professional services on a time and materials basis to address any eventuality that is not covered in the SMA, for example, re-installation of IMQS in the event of a hard drive crashing, or for providing of additional training.

### CUSTOMISING LICENSED SOFTWARE TO SUIT THE CLIENT'S NEEDS

IMQS frequently works with customers to either modify a module(s) to meet the needs of the customer, or design, specify and build an entire new module on request.

### HELPING WITH TENDER SPECIFICATIONS FOR RELEVANT SOFTWARE TENDERS

Given the breadth and depth of IMQS's reporting capability, IMQS often assists in the specification of tenders.

### USER REQUIREMENT SPECIFICATIONS ON PARTICULAR CUSTOMER NEEDS

IMQS's Business Analysis services work together with the client for the creation of user specifications.

### MASTER PLANNING UPDATE REPORTING FOR BUREAU SERVICES

IMQS provides data manipulation services to provide frequent updates to clients in the master planning cycle.

### PROJECT MANAGEMENT

The integrated nature of our projects and the involvement of many stakeholders and service providers requires thorough planning and proper monitoring and control.

## 07. SUPPORT



It is with a 'can do' attitude that we are of service to you.

We strive for excellence on all fronts of our business. We seek to be the market leaders in our field of expertise, not just in terms of the products we offer, but for the support that goes with it.

### TECHNICAL SUPPORT

Should you experience any difficulty with the operation of the IMQS application, please inform us. We are committed to finding a solution to your problems, and making the necessary changes to your system.

### APPLICATION SUPPORT

Buying software is one thing; knowing how to use it is another. Any basic 'How To' questions we are happy to answer.

Please keep in mind that we offer a basic training course once a year upon the renewal of your Software Maintenance Agreement. Advanced training sessions are also available.

### APPLICATION CHANGES

Our software developers are constantly enhancing existing products based on our customers' needs. Your suggestions are, therefore, highly valued.

### DATA SUPPORT SERVICES

IMQS is only as good as the data contained within it! Installing this data, on site, is part of our service to you.

## 08. PROJECTS

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### CLIENT

### DESCRIPTION

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EKURHULENI METROPOLITAN MUNICIPALITY (EMM)

EMM has appointed IMQS Software to design, develop and provide its Asset Management planning, maintenance and reporting system which includes all 36 modules within the IMQS system. In this multi-year appointment, IMQS together with EMM representatives will deliver a fully populated system whose output includes all infrastructure asset registers that are compliant with the Municipal Finance Management Act (MFMA) and Generally Recognised Accounting Practices (GRAP), as well as asset management plans and policies for future management and maintenance of infrastructure across EMM. The IMQS Asset Management Solution will assist EMM to make informed decisions on the condition of its fixed assets as well as to plan, budget and execute the necessary maintenance over the entire life-cycle of each asset. With the assistance of IMQS, EMM received an unqualified audit on their asset register for the first time in December 2009.

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CITY OF TSHWANE METROPOLITAN MUNICIPALITY (COT)

Water Reticulation & Sewer Management, Water Demand Management, Pavement Management, Indigent Management, WSDP, Telemetry, Maintenance Management

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JOHANNESBURG WATER (PTY)LTD

Asset Register, Water Reticulation & Sewer Management, Water Demand Management

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CITY OF CAPE TOWN METROPOLITAN MUNICIPALITY (COCT)

Water Reticulation & Sewer Management, Water Demand Management, Pavement Management

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NELSON MANDELA METROPOLITAN MUNICIPALITY (NM)

Pavement Management, Stormwater Management

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ALL 24 LOCAL MUNICIPALITIES IN THE WESTERN CAPE

Water Reticulation & Sewer Management, Water Demand Management, Pavement Management, Stormwater Management, Electricity Network Management

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RANDFONTEIN, MOGALE CITY

Total Integrated Asset Management system

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## 08. PROJECTS

(CONTINUED)

CLIENT	DESCRIPTION
BUFFALO CITY MUNICIPALITY	Asset Register, Water Reticulation Management, Water Demand Management, Pavement Management, Project Prioritisation
MBOMBELA, MIDVAAL, LESEDI, EMFULENI MUNICIPALITY	Water Reticulation & Sewer Management, Water Demand Management
DIHLANBENG MUNICIPALITY	Pavement Management, Stormwater Management
GOVAN MBEKI, ELIAS MOTSOALEDI, MAFIKENG, MAUNGANG MUNICIPALITY	Pavement Management
AFRICAN COUNTRIES	Algeria , Libya, Namibia, Uganda
INDUSTRIAL	SASOL, Cemacor, Mittal, Chevron
NATIONAL GOVERNMENT	Justice, Education



## 09. PARTNERS

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### GOLD

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### COMPANY REGISTRATION NUMBER

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### VAT NUMBER

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### COMPANY DIRECTORS

Dr. Leon Geustyn  
Mr. Albie Hanekom  
Mr. Rob Knight (Managing Director)  
Mr Willem Pretorius (Strategic Accounts Director)

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# 11. SOFTWARE FUNCTIONALITY IN DETAIL

INFORMATION IS PROVIDED IN ALPHANUMERICAL REPORTS, GRAPHS AND GIS TYPE MAPS FORMAT

## ASSET MANAGEMENT

### Integrated Asset Management

IMQS provides the blueprint for reporting on the entire asset management life-cycle which includes asset accounting, performance management, prioritisation and optimised decision making, risk management, future demand and works planning and revenue management.

### Integrated Electronic Asset Register

Valuation (VAR) and financial asset registers (FAR) down to component-level (GAMAP, GRAP compliant) as required by the Auditor-General. Full transactional capability and linked spatially to perform data verification. Can be populated through the core infrastructure modules.

### Project Control

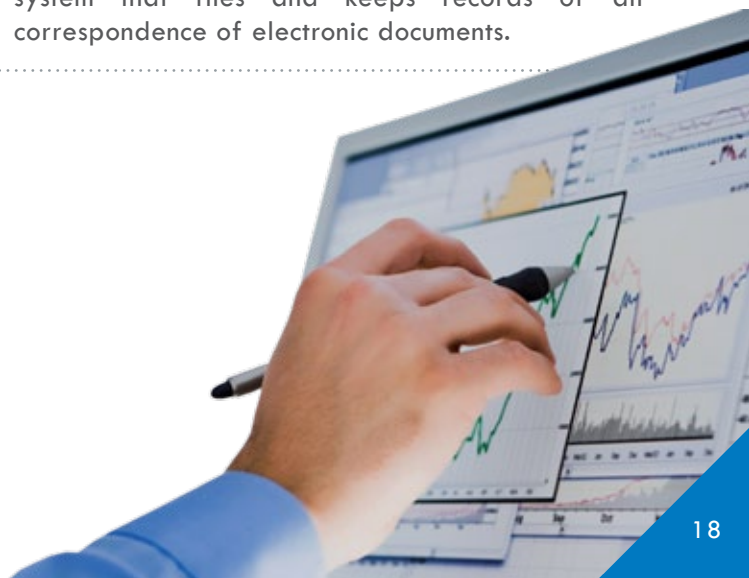
PCS is about performance accountability to the enforcers of legislation, the public and the media. Various government and public institutions need a way to monitor and market their performance with regards to the spending of funding from tax-payers and other sources of funding, for example, national and international donors. Further, 'where and how' these funds have been applied as well as the associated gains in service delivery should be made transparent to the community.

### Budget Prioritisation

IMQS serves as both the data input and reporting application for the risk-based budget prioritisation process. IMQS also indicates the results of the risk allocation process in terms of probability versus consequence for different impact categories and rankings within the available budget.

### Document Management

Comprehensive document and records management system that files and keeps records of all correspondence of electronic documents.



# 11. SOFTWARE FUNCTIONALITY IN DETAIL

(CONTINUED)

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## ASSET MANAGEMENT (CONTINUED)

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### Electronic Asbuilt Database

Asbuilt plans are digitised and all information are captured in a database. Footprints of the location of these plans are then captured in a GIS environment in order to access these plans spatially. Search functionality is available in order to search for plans by selected criteria.

### Revenue Management and Credit Control

Imaging and workflow tools that manage account actions (e.g. SMS sending, legal costs) and indigents, and reports on account age, payment rates and history, therefore, assisting with effective credit control and cost recovery.

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## WATER

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### Water Reticulation Management

Reports on results produced during a master planning process including planbooks, system layout (GIS), existing and future water demands, capacities and proposed works.

### Water Demand Management

IMQS interfaces with treasury or other meter reading databases in order to show usage, manage revenues, calculate water demand and quantify water losses on an area by area basis.

### Water Services Development Plan (WSDP) Automation

Integrate with the data in the core water and sewer modules to produce the WSDP at the press of a button in the correct format as required by the Department of Water Affairs.

### Groundwater Management

Aquifer wide management and monitoring system of ground water and boreholes.

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# 11. SOFTWARE FUNCTIONALITY IN DETAIL

(CONTINUED)

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## WATER (CONTINUED)

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### Water Maintenance Management

This system reports on all aspects of maintenance planning and activity on components of the water distribution system. This includes summaries pertaining to planned and preventative maintenance, incident history, trends in key performance indicators and financial aspects, providing managers with a comprehensive view of the status, successes and failures in the performance of maintenance on the water system.

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### Water Pipe Inspection

The pipeline inspection module reports on the results of mainly non-destructive-testing (NDT) on water pipelines for the purpose of condition assessment. This includes a number of techniques, such as infra-red scanning from internal or external surveys, x-ray imaging, and specialised eddy current application. The module also allows for the allocation of risk parameters to pipe sections for the purposes of e.g. refurbishment prioritisation as well as reporting on the history and planning of work related to pipe sections.

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### Water Pipe Replacement Management

Spatial reporting on the prioritisation of pipe replacements which incorporates many factors such as material, soil types, age, utilisation and many more.

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## WASTE WATER

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### Sewer Network Management

Reports on results produced during a master planning process including planbooks, system layout (GIS), existing and future sewer demands, capacities and proposed works.

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### Sewer Pipe Inspection

Show the results spatially of CCTV cameras for the sewer networks.

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# 11. SOFTWARE FUNCTIONALITY IN DETAIL

(CONTINUED)

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## WASTE WATER (CONTINUED)

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### Sewer Maintenance Management

This system reports on all aspects of maintenance planning and activity on components of the sewer drainage system. This includes summaries pertaining to planned and preventative maintenance, incident history, trends in key performance indicators and financial aspects, providing managers with a comprehensive view of the status, successes and failures in the performance of maintenance on the sewer system.

### Sewer Pipe Replacement Management

Spatial reporting on the prioritisation of pipe replacements which incorporates many factors such as material, soil types, age, utilisation and many more.

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## ROADS

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### Pavement Management

The PMS is a clearly defined set of procedures for collecting relevant pavement condition data, the analysis thereof to identify, quantify and prioritise needs. It prepares budgets and work programmes, which allow decision makers to provide the optimum solutions for the funds available.

### Unsurfaced Roads Management

The GR Management, just like the PMS for paved roads, is a clearly defined set of procedures for collecting relevant pavement condition data. The analysis thereof includes identifying, quantifying and prioritising maintenance and upgrading needs to determine budgets and work programs, which will provide the optimum solutions for the funds available.



# 11. SOFTWARE FUNCTIONALITY IN DETAIL

(CONTINUED)

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## ROADS (CONTINUED)

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### Traffic Surveillance Management (Manual and Electronic)

This system allows the user access to the electronic traffic counting database of a particular municipality. Some municipalities run a Comprehensive Traffic Observation (CTO) process while others scaled down to do mere ad-hoc electronic traffic counting. Whatever the situation, the Electronic traffic counting system incorporates any level of electronic traffic counts and utilises that database to allow the user to effectively manage the electronic counts and be able to run specific queries in order to support management decisions based on those traffic counts.

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### Public Transport Management

The PTMS captures all the detailed information of an authority's bus and taxi routes, and displays this information on the authority's road network map. The fact that the public transport routes are referenced according to the road links ensures that the PTMS information is integrated with all other road-related systems, such as the Pavement Management System (PMS).

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### Road Side Furniture Management

The RSFMIS consists of a set of procedures to identify maintenance and improvement needs and to prioritise activities for the provision of safe and economical Roadside infrastructure.

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### Road Signage Management

Spatial reporting on the condition assessments of all road signage. Can be integrated to include in the Asset Register.

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### Bridge Management

Spatial reporting on the condition assessments of all road signage. Can be integrated to include in the Asset Register.

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# 11. SOFTWARE FUNCTIONALITY IN DETAIL

(CONTINUED)

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## STORMWATER

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### Stormwater Network Management

Reports on results produced during a master planning process including planbooks, system layout, existing and future stormwater flows, capacities and proposed works.

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### Hydrological Analysis of Stormwater Network

Represents the simulation results of the 5, 10, 20 and 50 year flood lines.

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### Stormwater Pipe Replacement Management

Spatial reporting on the prioritisation of pipe replacements which incorporates many factors such as material, soil types, age, utilisation and many more.

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## ELECTRICITY

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### Electricity Network Management

Reports on results produced during a master planning process including planbooks, system layout (GIS), existing and future electricity demands, capacities and proposed works.

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### Electricity Demand Management

IMQS interfaces with treasury or other meter reading databases in order to show usage, manage revenues, calculate electricity demand and quantify electricity losses on an area by area basis.

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## SOLID WASTE

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### Solid Waste Management

This system reports on all aspects of solid waste management.



# 11. SOFTWARE FUNCTIONALITY IN DETAIL

(CONTINUED)

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## COMMUNITY SERVICES

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### Cemetery Management

Spatial reporting on the condition assessments of all cemeteries. Can be integrated to include in the Asset Register.

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### Wayleave Management

The service infrastructure contained within the Public Road Reserve (PRR) and the road itself needs to be maintained, periodically rehabilitated and replaced from time to time. It is apparent that careful control and co-ordination of all work in the PRR is a prerequisite for effective Service delivery. The Wayleave Management system provides a framework for ensuring proper co-ordination and cooperation between various departments and external parties who conduct work in the PRR.

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### Buildings and Property Management

Spatial reporting on the condition assessments of all buildings and properties. Can also be integrated to include in the Asset Register.

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