



Solution for the Commercial Management of Waters and Waste

Developed by ANO, inovAqua is an innovative solution for the commercial management of waters and waste. This application was conceptualized and designed to enhance the efficiency of the readings and billing, streamline investment and innovate in the provision of services to the consumer.

- inovAqua promotes the effectiveness of readings through the georeferencing of the "reading points", enabling the automatic calculation of optimized routes as well as the monitoring of the routes already taken.
- The application ensures an effective billing and collection, by dematerializing the processes of payment and control over the consumers' current account and debt.
- This program knows, in detail, the network and the field, combining the data collected on site, by the supervisors/ technicians, with the information provided by citizens.
- The information is explored with the help of business intelligence tools, and is presented in intuitive interfaces, so that the entity can know the consumers' habits and anticipate problems.

Flexibilidade

Esta aplicação admite vários modelos de comercialização, vários formatos de exploração de negócio e está preparado para diferentes dimensões e taxas de crescimento.

Qualidade, Segurança e Fiabilidade

O inovAqua cumpre todos os standards e boas práticas de qualidade e segurança impostas pelas Normas ISO 9001 :2008 e ISO 27001 :2005. A integração aplicacional é feita com recurso a webservices, que garantem a segurança dos dados.

Integrabilidade

A aplicação está preparada para comunicar bidirecionalmente com outros sistemas aplicativos, garantindo a total segurança e integridade dos dados.

Interoperabilidade

Este produto funciona nos sistemas mais conhecidos e utilizados no mercado.



Empresa certificada
ISO 9001 | ISO 27001 | ISO/IEC 20000-1

ADVANTAGES

MORE EFFECTIVE READINGS

Through the georeferencing of reading itineraries (in the most popular applications on the market, such as Google Maps), inovAqua automatically calculates optimized routes, and allows users to validate new reading points and control the circuits made.

KNOWLEDGE ABOUT THE NETWORK AND TERRAIN

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TIMELY INFORMATION

inovAqua allows permanent communication with the resources on the ground, enabling the sending of updated or additional information, necessary for the development of the work of the agents. In turn, the supervisor or technician can register the information in the field and send it automatically to the BackOffice component. This operating mode allows timely and timely management.

INFORMATION ANALYSIS

Usability was one of the main concerns in the design and conception phases, which resulted in innovative, rich and easy-to-use interfaces, which above all provide the information that the user really needs. Dashboards present relevant data for each user profile, enhancing work efficiency.

INTEGRATIONS

This solution is ready to integrate natively with several ANO applications, including:

CONSTRUCTION MANAGEMENT

Integration with GSP Urbanism makes it possible to transform intentions/projects for particular works into relevant information for network management. The management of branches, projects and works can be anticipated, programmed and supervised in an integrated way with urban management services.

ELECTRONIC DOCUMENTS MANAGEMENT AND WORKFLOW

Integration with the GSE and MDD applications allows all documentation relating to inovAqua to be automatically organized and controlled, through the management of actions and deadlines. Integration with the Generic GSP allows defining processes with steps, documents, actions and deadlines, automatically and with data transition between applications, ensuring compliance with the provisions of the DL. 194/2009.

ATTENDANCE PORTAL

Integration with the Public Service Software (SeAP) guarantees users the existence of a single service interface, even if they use other applications in addition to inovAqua. Integration with the atendimento@net virtual service portal allows you to create an online service counter to manage payments, complaints and requests.

BUSINESS INTELLIGENCE

Integration with anoBi allows for dynamic data handling and the construction of a historical and predictive view, allowing management entities to learn about consumer habits and anticipate problems.

CERTIFICATIONS

inovAqua is an invoicing program by the Tax and Customs Authority, since June 2013. This is a pioneering application, as it allows integration with the software used by the Portuguese Tax Administration, by producing electronic invoices in SAFT-PT format, in total according to the new structure rules defined by the Tax Authority.