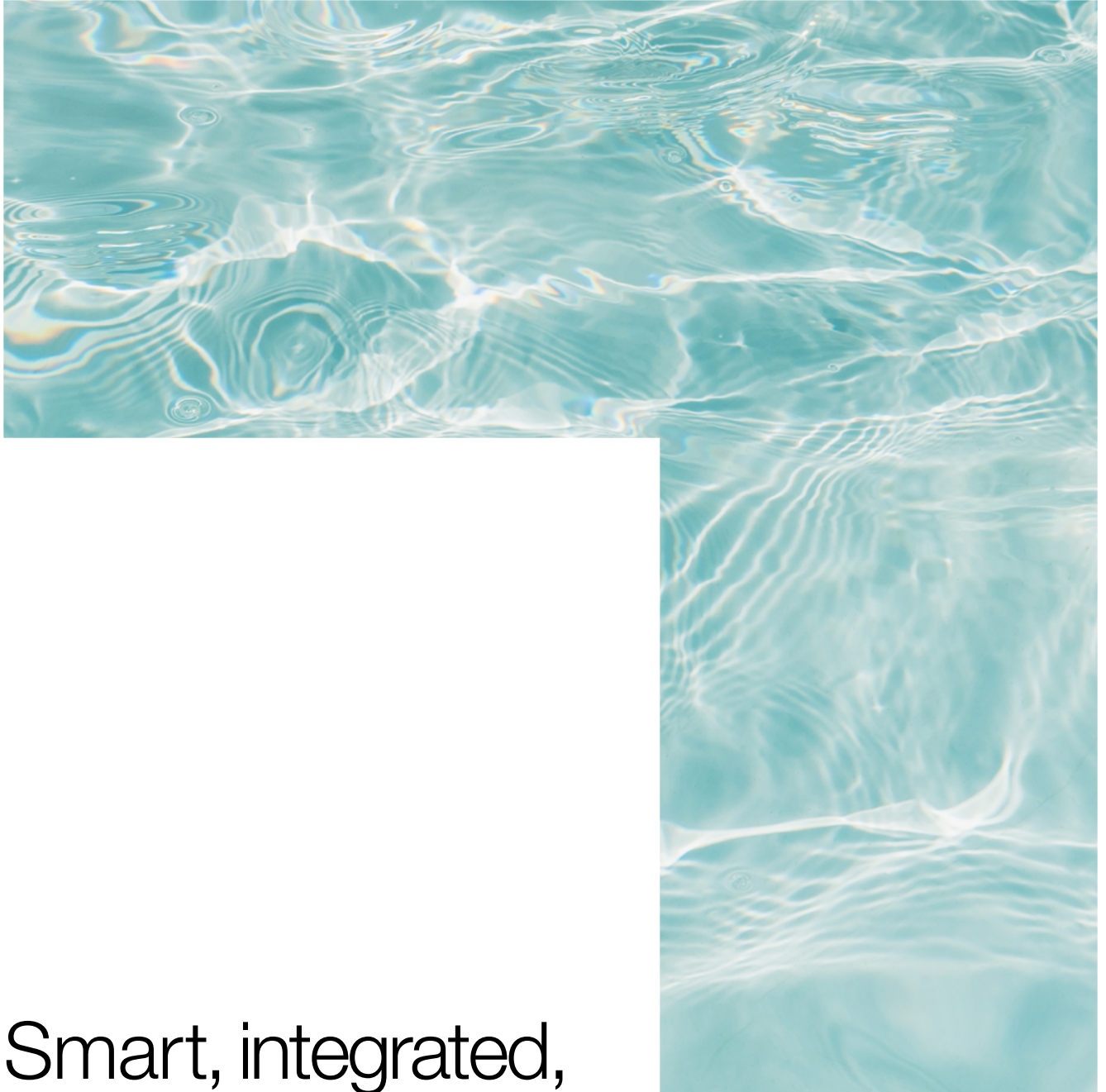




Smart, integrated,
sustainable:

The digital future of water

Build resilient, secure and
sustainable water services through
data and digital innovation



Shaping the future of water, together

Creating outcomes that matter

Australia's water sector is entering a period of significant transformation. Climate variability, population growth, ageing infrastructure, rising customer expectations and evolving regulatory requirements are increasing pressure on water and wastewater providers to deliver secure, resilient and sustainable services.

The new National Water Agreement (NWA) provides a renewed national framework for water reform, with a stronger focus on climate change, urban water, water security and long-term sustainability. At the same time, critical infrastructure obligations and state-based regulatory requirements are placing greater emphasis on resilience, cyber security, risk management and performance.

Meeting these challenges will require investment not only in physical infrastructure, but in the digital capabilities that enable utilities to understand, optimise and protect their assets.

Achieving lasting impact starts with choosing the right partner

We deliver **IT and business consulting**, **systems integration** and **managed services** that help you turn strategy into action and deliver measurable outcomes.



Drawing on nearly 50 years' experience in the utilities sector



Delivering digital solutions that accelerate progress to net zero



Combining global insight with local expertise



Generating tailored innovation aligned to evolving state water strategies.

“Our strength lies in partnership. We work side-by-side with our clients, bringing local experts who understand their specific challenges, from customer experience to leakage and resilience, and co-create digital solutions that drive measurable improvement.”

Stuart Brand

Vice President Consulting Services, Utility Networks, CGI



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Data-driven transformation

Turn data challenges into operational outcomes



Australia's water sector is becoming increasingly data-driven.

Millions of IoT sensors and SCADA systems are capturing everything from usage and asset condition to network and environmental performance.

At the same time, Australia's national water reform agenda is placing greater emphasis on evidence-based decision-making, efficient water use, climate resilience and secure water supplies.

The challenge? Making that data visible, connected and useful.

With the right digital foundations, water organisations can turn operational and environmental data into actionable insight - supporting asset optimisation, predictive maintenance, demand forecasting, treatment performance and more efficient use of water.

At CGI, we help you turn data into action. From SCADA and IoT to geospatial analytics and AI solutions, we bring the expertise to transform growing data streams into intelligence that drives performance, resilience and measurable outcomes for customers and the environment.

\$160 billion+

of assets supporting urban water and wastewater services deployed across Australia.¹

750 million litres

of water are lost to leaks every day across Australia.²

93.5% by 2035

the sector-wide target to reduce emissions with innovative solutions and high-integrity multi-benefit carbon offsets.³

¹ [National Water Reform - Inquiry Report](#)

² Bureau of Meteorology, National Performance Report 2024–25

³ A net-zero emissions water sector by 2035

Our value proposition

Smart. Integrated. Sustainable.



Smart

Turning data into actionable insights

We help you unlock the full value of telemetry, smart meters, IoT sensors and real-time network data. Using analytics and AI capabilities, we help transform data into clear, practical insight that supports leak detection, demand forecasting, network optimisation and measurable performance improvement.

Ask us about: Remote asset monitoring | IoT and sensor analytics | AI and optimisation | Cloud data platforms | Practical data solutions



Integrated

Modernising and integrating critical national infrastructure

We help modernise and connect your most important systems across IT, OT, SCADA, treatment works and smart network environments. By integrating legacy operational technology with modern data platforms, cloud and AI-enabled capabilities, we help unlock greater value from existing assets and information. Our approach enables more connected operations, better decision-making and increased automation, while supporting the reliability and resilience essential to critical water infrastructure.

Ask us about: IT and OT modernisation | Systems Integration | Legacy transformation | Data integration | AI-enabled operations



Sustainable

Using data to strengthen water and environmental outcomes

Apply geospatial intelligence, Earth observation, predictive analytics and AI to improve catchment understanding, water quality, environmental performance and resource efficiency across the water cycle.

Ask us about: Geospatial analytics | Pollution and overflow prediction | Carbon and emissions modelling | AI-powered tools | Earth Observation data

Proven experience

Trusted to deliver complex things well

CGI combines global utilities expertise with local Australian delivery capability.

We work across complex, highly regulated and critical infrastructure environments, bringing together technology, operations, data and industry expertise.

Our work with Australian water authorities is delivering support for the digital and operational transformation of essential water infrastructure. Globally, we draw on nearly five decades of utilities experience and proven delivery across water, electricity and gas.

This gives Australian water organisations access to proven approaches in smart infrastructure, asset management, data platforms, cyber security, geospatial intelligence and AI — adapted to Australia's regulatory, operational and environmental context.



2 billion+

point reads into CGI's SCADA system per month at an Australian water authority

2.3 million

customers supported by CGI's technology services enabling bulk billing to water retailers

Differentiation that matters

Why our utilities teams stand out



In your community

Our people-centred culture and commitment to collaboration mean we operate where our clients live and work, advancing our shared communities by building trusted relationships and solutions that work for the long term.



Insights you can act on

Combining digital expertise with a deep understanding of your sector, we help you integrate analytics and AI tools to deliver the actionable insights you need to achieve efficiency, resilience and sustainability outcomes.



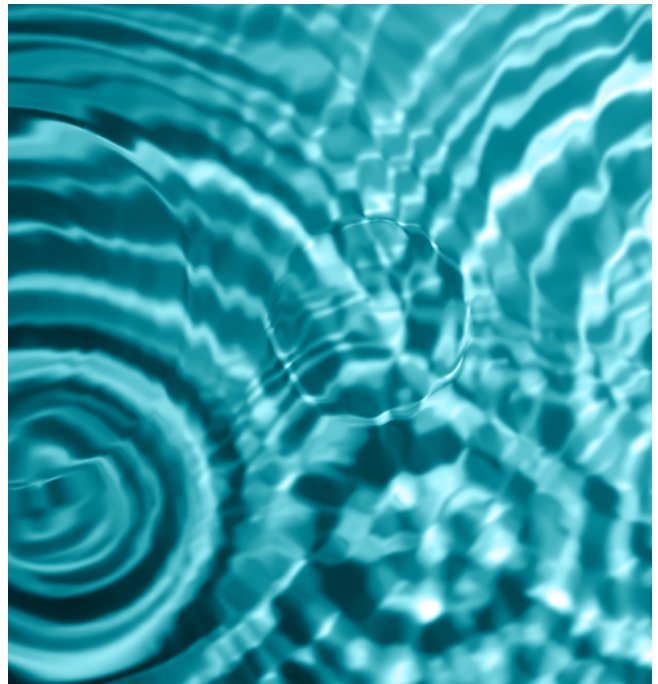
By your side

We work side by side with Australian utilities and infrastructure organisations, combining local delivery capability with global expertise. Our proximity model gives you access to people who understand your operating environment, assets, regulatory obligations and regional challenges.



Living your priorities

Our engagements prioritise the continuity of essential water and wastewater services, public health, environmental outcomes and compliance with evolving Australian regulatory requirements. Our local experts combine an understanding of Australia's water sector with CGI's global utilities experience.



“We sit at the intersection of policy, regulation and technology, helping utilities not just to collect data, but turn it into actionable insight.”

Paul Buxton

Senior Vice President, Energy & Utilities, CGI

Our service offerings

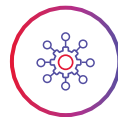
Smart, secure and sustainable water sector solutions



Focused expertise

Tap into our deep expertise to drive smarter decisions, resilient networks and better outcomes for the water industry.

- Artificial Intelligence (AI)
- Asset management
- Cloud and hybrid IT
- Data analytics
- Digital transformation
- Emerging technologies
- Sustainability



Services

Call on our expert services to enhance operational performance, protect critical assets and support long-term sustainability.

- Agile digital services
- Business consulting and advisory services
- Data and AI services
- IT / OT integration
- Geospatial services
- Remote asset monitoring
- Legacy modernisation
- Systems integration



CGI solutions

Use our tailored solutions to improve efficiency, strengthen resilience and support sustainable outcomes across your water operations.



CGI DataTwin360

Aggregate complex data sets from multiple sources and transform them into actionable insights.

Usage examples include:

- Earlier leakage detection
- More accurate demand forecasting
- Proactive maintenance scheduling



CGI GeoData360

Process satellite and geospatial data at scale, turning it into decision-ready insight. Usage examples include:

- Earlier pollution risk identification
- More accurate flood modelling
- Tracking land-use changes that affect water quality



CGI MOSAIC IQ

Designed for high availability and real-time operations, MOSAIC IQ helps water authorities improve operational resilience, strengthen visibility and support secure operations at scale.

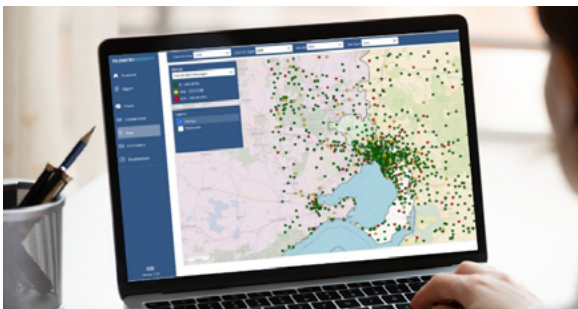
Built on a distributed architecture, MOSAIC IQ combines real-time data acquisition, telemetry, integrated historians and resilient database management within a secure SCADA environment.



CGI Machine Vision

Apply edge AI and machine learning to automate the analysis of videos and images of your assets in a human-like way. Developed in Australia, usage examples include:

- 24x7 monitoring of unmanned facilities
- Produce alerts for predictive maintenance or asset failure
- Produce alerts for unusual people-related activity



Telemetry Insights

Processes passively captured DNP3 network traffic and transforming it into meaningful performance metrics, highlighting:

- Configuration issues, timeouts, communication errors and other factors that can degrade network efficiency
- Network health
- Remote Telemetry Unit (RTU) response times pinpointing devices or links requiring attention



Australian built Remote Telemetry Units

A range of intelligent, flexible RTUs designed for operation in the harsh environments of Utilities sites and other industrial or plant conditions.

Capable of interfacing with protection relays, metering systems and sensor equipment, the series is equally viable in stand-alone telemetry or sensor-rich IoT deployments.

Collaborate for impact

Let's build the future of
water, together

Achieving lasting impact starts with the right collaboration.

It's essential to unlocking the value of data, modernising operations and making better use of technology to deliver a smarter, more secure and sustainable digital future for the Australian water sector.

Together, we can turn
your strategy into
measurable outcomes -
connecting people, data,
assets and technology to
improve performance and
deliver lasting value.

Get in touch to explore how CGI
can help modernise your water
operations and turn data into better
decisions.





About CGI

Insights you can act on

Founded in 1976, CGI is among the largest IT and business consulting services firms in the world.

We are insights-driven and outcomes-focused to help accelerate returns on your investments. Across hundreds of locations worldwide, we provide comprehensive, scalable and sustainable IT and business consulting services that are informed globally and delivered locally.

For more information

Visit: cgi.com/au/en-au/water-and-wastewater-management-technologies

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