



UTILITY



HOW CALIFORNIA WATER IS SAVING 2,152 HOURS EVERY YEAR AND ACHIEVED A 3 MONTH ROI

California Water Service (Cal Water) is the largest regulated American water utility. The San Jose-based company serves 492,600 customer connections through 23 districts throughout the state.

The facilities team at California Water faced significant challenges in managing keys at their facility. Without a key management system in place, both contractors and staff had unrestricted access to critical keys. Facility personnel acted as stewards, physically handing out keys, causing delays and operational inefficiencies. This inefficient key management system resulted in poor accountability and a lack of transparency.

Without proper records, there was no visibility on key transactions, making it difficult to track who had access to which key at any given time. This situation raised significant security concerns. Moreover, there was no process to verify when a key was returned, leading to frequent instances of missing or lost keys. Keys often left the site without authorization, increasing the risk of unauthorized access and potential security breaches.

Recognizing the need for a new key management solution, California water management turned to Torus and installed 1 Torus-50 cabinet with a credential reader. With Torus they now have a centralized platform to monitor and access keys in real-time. Only authorized personnel can access keys and if keys are not returned, Torus software sends real-time alerts ensuring accountability and prompt return of the keys. Now, that their keys are in control, California water is saving enormous time every year.

THE CHALLENGE	THE SOLUTION	THE SAVINGS
HUNDREDS OF KEYS	\$17K UPFRONT	2,152 HOURS PER YEAR
<ul style="list-style-type: none"> × Unrestricted key access × Staff handing out keys × Lack of transparency × Undocumented key access and transactions × Keys leaving the facility × Operational inefficiencies 	<ul style="list-style-type: none"> + 1 T-50 configured and installed + Enhanced operational efficiency + Automated key management + Real-time alerts via SMS and email + Reduced administrative burden 	<ul style="list-style-type: none"> ✓ \$83K a year in reduced labor costs ✓ ROI = 3 months ✓ Reduced time spent searching for keys or waiting for keys



Torus transformed our site operations. The ability to track and control key access in real-time has significantly improved our security, giving us complete visibility over key movements. It's an investment that has truly paid off.

Operations Manager | California Water