

# City of Greater Shepparton improves accuracy and efficiency with mobile asset management.

## Client profile

**City of Greater Shepparton**  
greatersepparton.com.au

The City of Greater Shepparton is a Local Government Authority in Victoria, Australia. Located in the heart of the 'food bowl of Australia', it covers 2,420 square kilometres and is home to around 65,000 people.



## Overview

Local Government authorities are required to manage billions of dollars worth of assets including roads and highways, footpaths, bridges, parks, trees, street lights, signage, street furniture and much more. To prevent breakage or asset failure, it's important to effectively manage the entire life cycle of an asset from planning and acquisition through to operation and maintenance through to disposal of an asset.

Many councils underestimate the importance of an asset management solution for managing their critical public infrastructure assets. Some councils utilise multiple systems and even spreadsheets to manage their assets. In order to maximise operational efficiencies and minimise costs, councils need to implement a fully integrated, mobile ready, enterprise asset management solution.

## Business challenge

Like many councils, Greater Shepparton's asset management system was outdated and inefficient. Council needed an integrated asset management system that could:

- Centralise multiple, disparate systems into a single point of truth.
- Record maintenance activities.
- Create efficient inspection schedules.
- Accurately record inspection results
- Provide effective risk management.
- Deliver reliable audit capabilities.
- Fully support field users with mobile technology.

They chose Confirm® from Pitney Bowes to support their entire workforce. Now, they have the precise information they need to effectively manage their valuable assets and improve the service they provide to their community.

*"Confirm is a true enterprise asset management solution that is integrated with other council systems and is widely used by both office and field staff. The mobile platform is intuitive and easy for field workers to operate."*

–Michael Freeman, Manager Strategic Assets, City of Greater Shepparton

## Technology used

- Confirm® enterprise asset management solution makes delivery of infrastructure services more efficient and cost-effective.
- ConfirmConnect® allows field workers to access and update asset information in real-time using an intuitive interface on mobile devices.

*“ConfirmConnect has enabled Council to mobilise its workforce which has resulted in improved accuracy, less errors and greater productivity. We now have a single point of truth for all asset related information.”*

–Michael Freeman, Manager Strategic Assets, City of Greater Shepparton

## Solution

When Greater Shepparton replaced its outdated spreadsheet-based program with Confirm and ConfirmConnect from Pitney Bowes, the benefits were immediate.

Users adopted the new mobile capability with enthusiasm. They use it for everything from asset inspections and surveys to defect and job creation to safety inspections and enquiry investigations. Because all ConfirmConnect functionality is spatially enabled, users can record and visualise customer requests, asset defects or job locations. They can also attach photographs to any project, asset or location.

The city configured Confirm to support key users, like asset inspectors, with new capabilities including:

- Adding and updating information about existing assets while onsite.
- Adding new assets from the field.
- Raising defect issues in real time.
- Processing customer requests.
- Completing inspection activities.
- Assessing the condition of assets.

Work crews can focus on the job at hand instead of paperwork. Confirm simplifies how they:

- Log multiple job status updates in the field.
- Record details of all maintenance activities.
- Track resource and materials usage.

Now, supervisors can view to up-to-the-minute status on all assets. Armed with this information they can:

- Audit ongoing or completed maintenance activities.
- Instantly access and review asset history.
- Respond quickly to urgent requests.

## Benefits

Through the capture of all asset-related information into a single database, Confirm has made it possible for Greater Shepparton to better manage assets and serve the community more effectively and cost-efficiently. By eliminating duplication of data as well as resource misuse, managers can easily evaluate the condition of every asset, determine the level of service required and understand the total cost of providing infrastructure services to the community.

Because Confirm eliminates the need for time-consuming manual data entry and reporting, the work force has become more efficient, enhanced their mobility and eliminated the need for paper documentation. Remote access to job-critical information means that jobs are completed more efficiently. Plus, instant access to historical data allows more precise planning and greater control over budgets and resources.



For more information,  
visit us online:  
[pitneybowes.com/au](http://pitneybowes.com/au)

**Australia/Asia Pacific**  
Level 1, 68 Waterloo Road  
Macquarie Park NSW 2113  
[locate.anz@pb.com](mailto:locate.anz@pb.com)

**New Zealand**  
Building B, Unit 2 & 3  
72 Apollo Drive  
Rosedale  
Auckland 0632



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