



Confirm<sup>®</sup>

Enterprise Asset Management Solutions for Desktop,  
Cloud and Mobile

# Confirm<sup>®</sup> enterprise asset management solutions enable public and private sector organisations to deliver complex, critical public infrastructure services, maximise operational efficiencies and minimise administrative costs.

## Executive summary

Infrastructure asset management is the integrated, multi-disciplinary process of using a range of strategies to sustain the usable life and level of service provided by public infrastructures.

Critical public infrastructure commonly thought of in this context includes roads and highways, bridges, structures, water and stormwater, parks and green spaces, trees, street lights, signage, street furniture and property.

Confirm<sup>®</sup> is an enterprise asset management solution from Pitney Bowes Software specifically designed to empower public bodies with the insight to make informed decisions on the repair, maintenance and investment for critical public infrastructure assets against tightly constrained budgets and timescales.

## Business Challenge

Managing an ageing asset portfolio while striving to deliver improved public services is the single biggest challenge today's asset management professionals face. Delivering a reliable and stable service that keeps an authority's critical infrastructure running is of paramount concern. Finding ways to streamline asset management processes to deliver cost savings across multi-disciplinary teams is widely recognised as the key business challenge for local government bodies.

In addition, balancing the short and long term needs of the varied asset stock in today's complex urban environments presents further challenges to everyday success to asset custodians.

## Solution

Confirm allows asset managers to maximise operational efficiencies and minimise administrative costs while meeting Statutory Requirements and key performance indicator (KPI) measures.

A 360° view of an authority's full asset portfolio is provided, seamlessly connecting with a wide range of CRM, GIS, Finance, Resource and Reporting systems. The solution allows different users throughout your organisation to communicate efficiently while realising the cost saving and economies of scale a modular enterprise solution provides.

Providing both strategic and tactical asset management operations, Confirm supports your business process and key workflows via desktop, cloud and mobile deployments.

*“Rollout of Confirm has delivered cashable savings of over £1.5 million and resource efficiencies of more than £3 million over a five year period.”*

**Alan Aistrup,**  
Divisional Highways Manager,  
Lincolnshire County Council

## Services to over 140 million citizens

Providing enterprise asset management solutions worldwide for over 20 years, Confirm helps public and private sector organisations provide critical public infrastructure services to over 140 million people on four continents.



### Multiple Asset Types

Confirm enables stakeholders to make informed and accurate decisions on multiple asset types including roads and highways, bridges, structures, water and stormwater, parks and green spaces, trees, street lights, signage, street furniture, property, cleansing resources, refuse collection and management resources.

Confirm users can opt to manage as much or as little of their asset portfolio as required while still benefiting from the significant ROI and efficiencies we expect to see from a fully capable enterprise solution.

### Supporting Key Users

Confirm supports your most valuable asset - the teams of dedicated individuals that help keep an authority's critical infrastructure running day in day out.

Everyday value is driven by capturing key workflows that allow users to consistently achieve their goals. In Confirm these workflows support a wide range of professionals including: Community Officers, Asset Managers, Surveyors, Field Operatives, Contractors, Streetworks and Compliance Inspectors, Safety Inspectors, Customer Services Teams, Finance and Resource Managers, IT Professionals and Executive Managers, and Decision Makers.

### Public & Private Sector

Confirm has long been the solution of choice for Local Government bodies of any scale for effective asset management. However, it is also used by private sector organisations within outsourcing, PPP and PFI engagements to provide mission critical services to Local Government in a cost effective competitive environment.

Leading global consultants such as Jacobs, Amey, Balfour Beatty, Mott McDonald, Capita, BT, and Mouchel all use Confirm given its ability to deliver instant value and substantial cost savings while operating in critical environments.

***“Using Confirm as our single IT system has allowed us to increase site inspections by 85% and increase completed maintenance tasks by 69%”***

**Garry Livingstone,  
Asset Management Manager,  
Aberdeen City Council**

# Simply effective. Confirm provides asset management professionals with process efficiencies, simplified workflows and a 360<sup>0</sup> view of their full asset portfolio. Deliver enhanced public services while observing time and budget constraints.

## Optimised Asset Management

Owners of infrastructure assets are required to provide increasing levels of service from an aging asset stock while observing ever tightening budget constraints. The collection of asset information, condition data and the optimised management of maintenance activities is central to providing citizens and users of infrastructure assets the services they demand.

Confirm supports both strategic and tactical asset management operations. Tactical operations including pre planned, routine and reactive maintenance can be used in tandem with long term strategic planning. Confirm optimises treatment options over multi-year periods taking into account budgetary considerations and operational priorities.

## Improved Operational Efficiency

Government organisations and commercial companies responsible for the maintenance of infrastructure assets can realise significant operational efficiencies using Confirm to manage a wide range of every day mission critical tasks.

The ability of Confirm to inventory complex assets in a single environment provides economies of scale across organisations. Plan and record the collection of condition information, record and monitor defects, produce financial and operational performance reports and capture citizen enquiries.

With a single point of truth linking asset data, operations, and financial systems, informed decision making and optimised maintenance management can be used to drive significant monetary savings.

## Modular Enterprise Defined

Confirm is a scalable modular solution that grows to support your business needs providing the economies of scale found with traditional enterprise solutions and the customisation found in bespoke systems.

Easily deployed across multiple dispersed departments, Confirm allows you to maximise the fiscal return on your investment while offering the ability to deploy an Enterprise solution in cost effective increments.

*“Confirm has helped us focus on the thing that really matters - providing the best possible service to our community.”*

**Phil Moore,**  
Head of Highways &  
Parking Services,  
Medway Council

## Integrated Solutions from Pitney Bowes

Confirm is just one of a range of desktop, enterprise and mobile solutions from Pitney Bowes Software that allow users to add location intelligence to business processes. Confirm integrates with our flagship product MapInfo Professional®, and our web based mapping solution Stratus.



## Understand Your Assets

### Asset Register

All infrastructure assets are held in a central register recording all location, operational, financial, and structural information.

### Asset Valuation

Systematically determine the depreciated value of assets and transfer asset valuations to your Financial Management System.

### Condition Surveys

Monitor the condition and performance of assets and fulfilment of regulatory inspections with scheduled or ad hoc condition surveys.

### Mapping

GIS interfaces and the integrated Map tool enable graphical, map-based interaction with assets, plus access to GIS spatial modelling and data analysis capabilities.

### Performance Monitoring

Verify completion of contract works and adherence to standards with random and targeted monitoring of works in accordance with contractual terms.

## Manage Your Assets

### Asset Maintenance

Create scheduled and reactive maintenance programmes incorporating works priorities, schedules of rates, contract documentation, bill of quantities, contractor bid evaluation and cost forecasting.

### Contract Management

Manage term and non-term contracts with complete control of works instructions, variations, prioritisation, rescheduling, performance monitoring, payments, and budgets.

### Pavement Management

Visualise and analyse standard inspection data to predict failure and determine optimum timing of treatment or renewal.

### Risk Management

Determine the probability of failure, consequences of failure, and mitigation strategies of assets based on defined failure modes, risk classes, asset condition and age.

### Street Works

Manage the complete life-cycle of street openings and ensure compliance by automating the receipt and issuing of essential notifications to authorities and the public.

### Works Management

Comprehensive suite of works management tools for budgeting, planning, costing, implementing, and managing operational and contractor activities including labour, materials, plant and equipment and overheads.

## Communicate Across Teams

### Contractor Access

Streamline the management of contractor relationships by providing secure self-service access to your Confirm asset database.

### Financial System Interface

Integrate with SAP and Oracle Financials to automate the submission of cost-coded committed and actual expenditures and asset values based on the current status of works and the condition of the asset.

### Reports

Create fully customised reports which can be scheduled to run automatically and deployed via email or web team stakeholders.

### Dashboards

Make real-time decisions based on customised dashboards that monitor the metrics important to your business. Dashboards provide management and operational level visualisation of performance indicators.

### Citizen Enquiry Management

Streamline the citizen enquiry process by instantly recording customer enquiries directly against assets and convert them into inspection activities. Provide better communication to enhance customer satisfaction while providing an auditable trail of maintenance activities.

# Asset management anytime, anywhere and on any device. ConfirmConnect™ empowers field operatives to perform all critical workflows. Share updates with management teams and colleagues in real-time using a single low cost mobile device.

## Productivity in Your Pocket

ConfirmConnect™ is a mobile asset management solution that delivers efficiency savings by enabling a real-time two way flow of information between the asset owner and the field workforce using the next generation of smartphones and tablet devices. ConfirmConnect provides organisations with up-to-date information on assets and maintenance activities allowing faster and more informed decision making.

Designed with user experience and efficiency savings in mind ConfirmConnect® allows inspectors, surveyors and work crews to spend more time in the field carrying out work activities using a single low cost device. Scarce resources are utilised efficiently and accountability is maintained at all levels.

## Supporting Key Workflows

Connect your mobile workforce to realise new efficiencies and cost savings across all asset management functions. Key workflows supported include:

- Responding to public enquiries as they are reported keeping members of the public updated about progress.
- Automatically download assets and their attributes for Condition Survey inspection.
- Undertake real time asset inspections updating your central asset register with the latest information.
- Pro-actively manage work crews and contractors by scheduling jobs from the field. Maintain an audit trail, track the status and costs of maintenance activities.
- Manage Street Works on site ensuring quality and compliance with statutory requirements.

## Online, Offline, Any Device

ConfirmConnect supports both online and offline working where no network connectivity exists. Users can download up-to-date information and tasks and then continue to work offline in geographical areas where network connectivity is not assured. Once connectivity is restored ConfirmConnect will automatically sync devices and data meaning there is no need to return to home base.

ConfirmConnect is available for all major mobile operating systems including **Apple iOS**, and **Google Android**. In addition, Blackberry Playbook devices and the **Windows 7** operating system with internet browsers are also supported.

*“Confirm mobile configuration tasks that used to take hours now take seconds with ConfirmConnect. With its flexibility, power and up-to-date support for iOS and Android tablets ConfirmConnect ticks all the boxes.”*

**Jason McFarland,  
System Support & Development,  
Southampton Highways Service  
Partnership**

## Integrated Bing Maps

ConfirmConnect comes with Microsoft Bing Maps fully integrated straight out of the box. Alternatively your own GIS data and map tile service can be used to customise ConfirmConnect to your specific requirements.



### **Deliver Your Enterprise Vision**

Asset management solutions are often the missing part of a comprehensive enterprise vision for Local Government; Confirm fills this gap.

Seamlessly connecting with a wide range of CRM, GIS, Finance, Resource and Reporting systems, Confirm allows different users in a wide range of departments to communicate efficiently. Maintaining a single point of truth regarding asset management, maintenance and valuation removes inefficiencies, administration bottlenecks and the potential for error.

Completing the enterprise vision, Confirm bridges the gap between government and citizen. It provides support for full life-cycle request management from initiation and notification to escalation, completion, valuation and feedback to the requesting citizen.

### **Desktop, Cloud & Mobile**

Confirm provides asset managers a range of solutions that allow long term costs to be easily forecast or fixed in advance.

Traditional on-premise solutions are easy to install and configure to exactly match your key workflows and business processes. Our cloud based on-demand solutions provide all the economies of scale you expect from hosted solution with no IT infrastructure or on-going maintenance costs.

Finally ConfirmConnect lets your mobile workforce be effective where it matters – in the field, sharing updates with management teams and colleagues in real time using a single low cost mobile device.

### **Professional Services & Support**

Pitney Bowes Software is an industry trusted advisor with unmatched experience in delivering business transformation support, operational process planning and central government improvement strategies. Our Professional Services group can provide support to implement the Confirm solution in a way which complements existing business processes and creates new ways of working for maximum Return on Investment.

Using our skilled and experienced staff as an extension of your own team, the cost, time of implementation and downstream support can be minimised. Services include:

- Project management - resource planning, project initiation, stage reporting, implementation and risk management
- Consultancy services - business or technical changes, problem resolution
- Application and process review - reduce operating costs, improve business processes
- Managed service
- Infill services
- Training - Pitney Bowes Software is a Gold standard member of the Learning and Performance Institute
- Technical services

***“The Confirm on Demand hosted solution has saved us over £800K in one year by removing the need for Amey to purchase and manage our own IT infrastructure”***

**Adrian Annabel,  
IT Solutions Consultant,  
Amey**

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