CASE STUDY

WESTLINK SERVICES

CUSTOMER PROFILE

- Opened in 2005, Westlink M7 is one of Sydney, Australia's busiest urban motorways. Covering a distance of 40kms, the Westlink links three other roadways, saving motorists significant amounts of fuel and travel time.
- Westlink M7 is a cashless, free-flow electronic tollway with no toll booths, no slowing and no stopping.

Executive Summary

As the population of Sydney continues to grow and the city limits continue to expand, the need for an efficient motorways network has become increasingly vital. The Westlink M7 Motorway, opened in December 2005, provides an important link between the M2, M4 and M5 motorways in the western suburbs of Sydney. The 40km roadway is a key link in Sydney's orbital road network of motorways.

Pitney Bowes Confirm Asset Management Software System was chosen by Westlink Services to assist in the maintenance and operations management of this new motorway.

Business Challenge

In order to effectively manage the many parts of this critical roadway, Westlink Services needed a complete and comprehensive asset management database tool that held a high level of detail, was easy to configure and simple for personnel to use in the field. Because of the intricacy of the motorway, the challenge became finding a tool that would be reliable, flexible and easily configurable, thereby giving administrators the capacity to coordinate all of the various components of the motorway system from any location. The need for a dependable and efficient system was also driven by the fact that Westlink is contracted to operate and maintain the motorway for more than 30 additional years. Finally, because the roadway provides a new route for heavy vehicles in order to reduce traffic on local roads, monitoring pavement conditions and addressing issues on the M7 promptly is especially critical.

Details of the Westlink M7 motorway project include:

- 17 interchanges, some requiring up to 320 metres
- Corridors comprising four traffic lanes (two in each direction), a wide central median, shoulders, cuttings and embankments
- 144 overpasses and underpasses to maintain local access for pedestrians, cyclists and motorists
- A shared bicycle and pedestrian pathway running the full length of the motorway

"We are aiming at achieving world's best practice and the Confirm Asset management System certainly puts us on the right road."

Asset Manager
Westlink Services

Pitney Bowes Software

Solution

Pitney Bowes Confirm Asset Management Software System was chosen by Westlink Services to assist in the maintenance and operations management of the motorway.

"We needed an asset management database tool that held a high level of detail, was easy to configure and easy to use out in the field. Confirm Asset Management System met our functionality requirements," says Asset Manager, Westlink Services.

Westlink uses Confirm to track the condition of all the assets along the 40km stretch of motorway, including the road surface, barriers, embankments, bridges, lighting points and even the systems for toll collection. *"Our asset inspectors use Confirm on laptops and tablets,"* Asset Manager, Westlink Services says. *"With its integrated mapping function, they are able to quickly locate any asset at any point along the motorway. This visual aspect certainly makes it much faster for our team to carry out an inventory audit."*

CASE STUDY

TECHNOLOGY USED

Confirm is an infrastructure asset management solution that assists councils to manage their corporate plans and consistently meet legislative obligations, while maintaining standards for corporate governance and community duty-of-care. Confirm enables the management of assets including roads, bridges and structures, parks and open spaces, street lights and signs, trees, property and pipelines.

Results and Benefits

One of the most appealing characteristics of the Confirm system is that it can operate without a high degree of customisation. Says Westlink Services: *"We needed an off-the-shelf, fully developed solution that was highly configurable yet straight forward to implement. Confirm delivered on all these fronts. Its extensive functionality means we can shape it to meet our needs in a timely and effective manner. We are aiming at achieving world's best practice and Confirm Asset Management System certainly puts us on the right road."*

Keeping accurate records is another critical requirement for Westlink Services. *"With Confirm we are able to collect and organise data to produce very accurate historical records of our maintenance work,"* says Westlink Services. *"For example, should we need to assess the condition of a bridge, the asset inspector is able to cross check all the elements using the historical data. Now, we can make decisions more quickly, which assists with our planning and reporting processes."*

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> **Asset Manager**
> **Westlink Services**

For more information call +61.2.9437.6255 or visit us online: www.pitneybowes.com.au/software

ASIA PACIFIC/AUSTRALIA
+61.2.9437.6255
pbsoftware.australia@pb.com
pbsoftware.singapore@pb.com

UNITED STATES
+800.327.8627
pbsoftware.sales@pb.com

CANADA
+800.268.3282
pbsoftware.canada.sales@pb.com

EUROPE/UNITED KINGDOM
+44.800.840.0001
pbsoftware.emea@pb.com

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