Confirm™

Infrastructure asset management solutions for improved efficiency, lower costs, and simplified compliance.

Pitney Bowes
Software

Confirm™

Confirm is the recognised leader in infrastructure asset management and maintenance systems.

Enterprise Solutions for Local Government

Pitney Bowes Software business solutions are tailored to meet the needs of Local Government organisations, allowing councils to utilise the location of information to streamline the collection, management, integration, retrieval, analysis, and visualisation of all forms of data. This profoundly changes the way Local Government organisations deliver services and manage resources, and yields tangible improvements across a diverse range of business activities.

Meet Legislative Obligations and Maintain Standards

Our strategic, integrated approach helps councils to manage their corporate plans and consistently meet legislative obligations, while maintaining standards for corporate governance and community duty-of-care. In recent years responsible authorities have demonstrated probity through the implementation of Road Management Plans and Asset Management Plans. In addition, the establishment of the fair value of assets in accordance with Australian and international accounting standards has become an intrinsic part of recognising the 'renewal gap' that can threaten the financial viability of local authorities.

Confirm provides an asset management framework that assists councils to fulfill obligations that arise from MAV STEP, NSW IPR and New Zealand's LTCCP. Confirm allows asset managers to tune inspection frequencies and defect intervention levels so that service levels, costs, and risks are appropriate for the type of asset. Confirm's enterprise based approach allows all asset classes to be managed in a single system through the entire asset lifecycle. By integrating all data that defines each asset, a single "point of truth" is achieved, and ensures councils know exactly which assets they own, which they are responsible for, and what their current status is.

This integrated approach to asset management reduces staff training and administrative costs, while keeping hardware and software overheads to a minimum.

Achieve Your Goals

Our asset management and customer request management solutions will help you to improve service levels, simplify statutory compliance and reduce costs. Confirm helps users to achieve their goals:

Citizens

Receive superior service when seeking information from customer services, and safely enjoy the benefits of a well-maintained municipal infrastructure.

Strategic Planners

Use powerful analytical and reporting tools that give a holistic view and determine the best outcome for multiple budget scenarios.

Asset Managers

Report on and manage inspection regimes, condition and maintenance programs for all types of assets from one central system.

Engineers

Generate future condition models and plan major projects that are optimised to budget restrictions.

Executive Managers

Leverage a "single point of truth" through business-critical information delivered to your inbox.

IT Managers

Consolidate front office, back office, and field operations into a single architecture to service all asset-related business processes.

Customer Services Team

Pinpoint the details of customer queries and respond quickly and confidently with accurate information.

Field Personnel

Receive and complete a range of asset related tasks in the field, assisted by GPS-enabled map display, and link photographs to issues.

GIS Officers

Empower users of the information by superimposing, connecting, and visualising data from multiple sources.
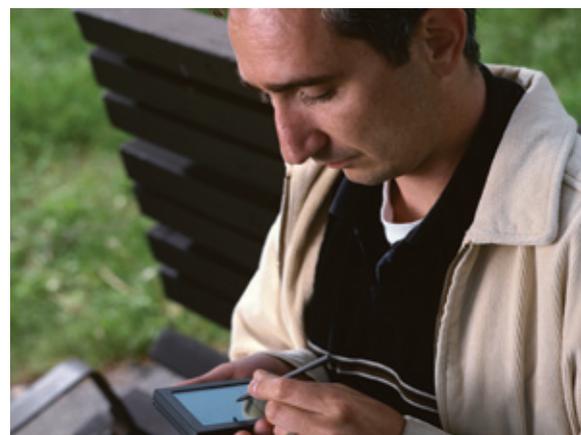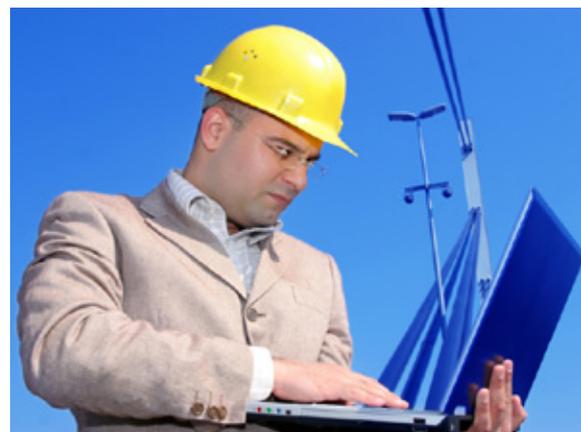
Flexible, Practical and Effective Asset Management Solutions

Confirm is modular and can be implemented as a discrete application serving one business area with a specific set of assets, or it can provide a complete asset management solution across the entire enterprise for the full range of asset types.

- **Stores the information you need**
  Because the structure of the asset register can be adapted to support any asset or enterprise-specific attributes, you only collect and store the data you need.

- **Adapts to your existing work practices generation**
  Confirm adapts to existing procedures for handling enquiries, raising jobs and inspections, condition monitoring and works management, and ensures they are aligned with asset management plans.

- **Location enabled**
  Like many Pitney Bowes Software solutions, Confirm is location enabled, which links and streamlines the management of all associated customer enquiries, fault reports, maintenance, and works.

- **Real-time mobile intelligence**
  Confirm Mobile provides a fully integrated off-the-shelf solution for use on a range of hand held devices. Asset inspectors, work crews and supervisors can all maximise their time in the field and eliminate use of paper. Users can access asset history and receive new tasks in the field.

- **Works with your core council systems**
  Confirm has proven integration with a range of core corporate systems including GIS, Financial Management and Customer Relationship Management (CRM) systems.

- **Tracks and audits asset performance**
  Not only does Confirm tell you when an asset was last inspected, maintained, or worked on, it also tracks the performance of an asset against the KPIs in your asset management plan. By actively monitoring the performance of assets, you are better able to achieve your asset management goals.

- **Linear Assets**
  For networks of assets such as roads and drainage, dynamic segmentation and referential integrity ensure that linear survey data is maintained in the event of changes to the network through splits or merges.

- **Predict**
  Confirm maintains an on-going register of all maintenance and inspections conducted through the assets life-cycle, which is essential in determining the behaviour of assets. Advanced analytical tools enable predictive modelling through the use of user-defined algorithms that can be applied to existing condition data to predict how assets will degrade over time. Additional rules can be applied on intervention levels and appropriate treatments. Combined with budget scenarios Confirm's 'Advanced Data Analyser' can be used to assist asset managers in their optimised decision-making processes.

Why Choose Confirm?

Location is critical to all asset management processes. Confirm's location-aware graphical display engine enables users to create, view, edit and control assets from a map view. The location, attributes, condition, and actions associated with any linear or segmented asset can be displayed in a variety of graphical and tabular formats.

Users can access asset data directly on hand-held devices and with the corporate GIS. The integrated Mapper supports a number of different GIS systems, which promotes usability and adds value to your investment in existing GIS products. Connectivity between Confirm and the GIS allows users to interactively drill-down from the asset to the map and vice-versa, and to visualise point events. The thematic mapping facilities of the GIS can also be utilised to spatially model data stored with the asset.

Integrated, mobile communications give inspectors and crews the tools they need to effectively carry out their work in the field. Working with hand-held devices or tablets, inspectors always have the data right at their fingertips, and can accurately capture and return the latest information from the field. Field personnel are more likely to be able to respond and complete tasks without needing to return to base or arrange follow-up visits back to the site.

Notes, sketches and photographs can be attached to logs and reports, ensuring that all personnel, in the field and in the office, have the complete story. And because a complete time-stamped audit trail is created, service personnel and managers can quickly track the status of any task.

" At Moonee Valley City Council, the journey has just started - but we are looking forward to the ongoing development and enhancement of the Confirm Enterprise solution. Knowing that Confirm is continually being enhanced and developed provides us, as users, with confidence that Pitney Bowes Software is listening, addressing our needs, and keeping up with the changing demands placed on us to provide improved asset management services. "

Dr Ralph Godau,
Manager, Transport & Major Projects
City Works & Development
Moonee Valley City Council

Integrate

Confirm seamlessly integrates asset management with other core business solutions. Confirm's extensive interfacing tools allow organisations to intelligently connect to numerous corporate systems including GIS, financial management, customer relationship and electronic document management systems. This reduces the effort involved in managing the same data across multiple systems.

Customer Request Management

Confirm interfaces with your CRM so that all customer issues are tracked as they are logged, assigned and resolved. The CRM interface ensures that customer services staff are informed and customers can receive feedback at every stage in the process.
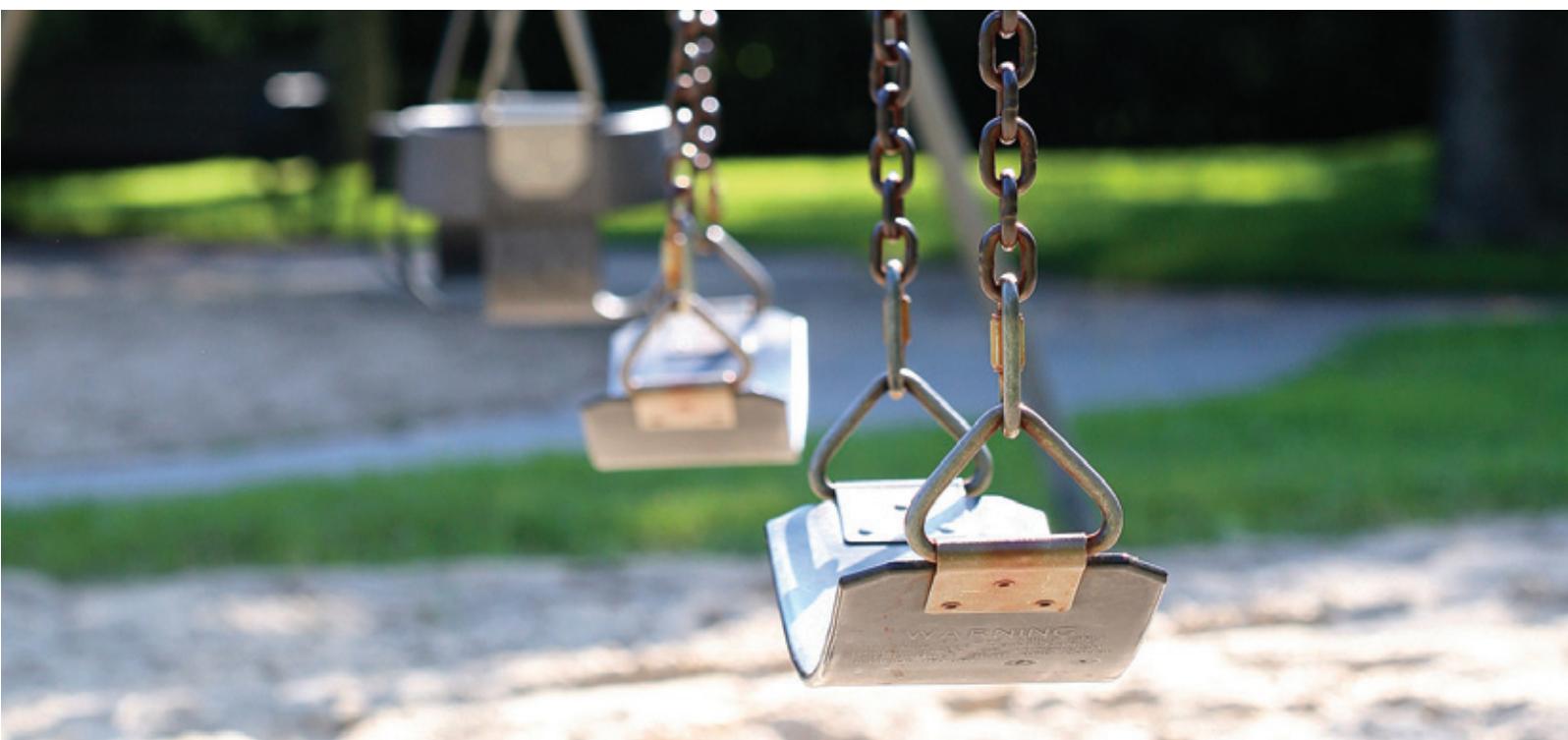
For clients who do not have an existing CRM, Confirm's Customer Services functionality is designed to enable the full life-cycle of request management, from initiation and notification through to escalation and completion.

Financial Management System

Confirm ensures that your financial reports immediately reflect the current status of works programmes and the condition of assets. Confirm knows the status of all works; as a result financial data is accurately allocated to actual and committed expenditures for existing and completed works. When cost-coded works expenditures are submitted, the corresponding purchase order is accessed to ensure authorisation of contractor and internal maintenance works. The valuation interface updates the general ledger so that, whenever valuations are run, they are based on up-to-date condition data from the asset system.

Contractor Interface

The 'Contractor Interface' connects the Confirm asset management system to maintenance management systems used by external contractors and the internal maintenance division. The interface ensures that a comprehensive history of maintenance at the asset level is maintained. This includes the issue and receipt of quotations, works orders and variations to work instructions, right down to details of individual tasks performed.

Work instructions can be routed to prioritise works and allow for closer monitoring of contractor performance.

The 'Contractor Interface' allows close control over the progression of works, including rescheduling or cancellation. And contractors' invoices can be logged on the system and reconciled with works orders along with periodic payment authorisation.

Services

Pitney Bowes Software has a wealth of expertise gained from the collective experience of hundreds of highly skilled engineers and technicians over a period of more than 20 years. Our dedicated Confirm team provides a complete range of accredited services for software development, implementation, project management, product consultancy, data migration and support.

Project Management: The Key to Success

Pitney Bowes Software adopts a PRINCE-like methodology to project management. Our experienced Project Managers are experts in planning, managing, and communicating customers objectives and time scales, and then aligning the most appropriate in-house resources to ensure smooth and seamless delivery.

Consultancy: Making it Happen

Drawing on extensive experience our team of multi-skilled consultants can efficiently deliver implementation services. These include business process modelling, data migration, system design and training.

1. Customer Services
Customer Enquiries
Valuations
Confirm™
Field Based Inspections
2.
Condition & Performance
6. Finance System
4. Defects
DANGER DO NOT ENTER
Approvals
3. Risk Management
5. Works/Maintenance

Confirm Lifecycle Asset Management

1. **Customer Services**: Log, assign, track and analyse customer reported issues.

2. **Field Based-Inspections**: Using GPS enabled mobile devices record live asset inspection data in the field.

3. **Risk Management**: Based on asset condition and performance, determine appropriate risk management strategies.

4. **Defects**: Schedule asset maintenance programmes and proritise works based on asset inspection data.

5. **Works / Maintenance**: Streamline works management with improved operational communication and develop effective maintenance programmes.

6. **Finance System**: Automate the submission of expenditures and asset values for operational and contractor activities.

Support Services: Our Duty-of-Care

Our front-line support analysts manage the delivery of operational and technical support to a strict customer charter. Telephone, web and electronic support is enhanced through investment in the latest customer relationship management and help desk technology.

Confirm Enterprise

- **Site Register**
  User-configurable register that provides the spatial reference for high-level sites across all modules.

- **Asset Register**
  All infrastructure assets are held in a central corporate register recording all locational, operational, financial, and structural information.

- **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.

- **Asset Valuation**
  Systematically determine the depreciated value of assets and transfer asset valuations to the Financial Management System.

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

- **Contractor Access**
  Streamline contractor communications by enabling contractors to directly print works and variations orders, update works status and request payments.

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

- **Customer Services**
  Log, assign, track and analyse customer reported issues with integrated CRM, mail, appointment bookings, e-mail alerts and works orders.

- **Confirm Mobile**
  Employ hand-held, GPS enabled, mobile devices to maintain asset data as well as raise and complete inspections and work in the field.

- **Financial System Interface**
  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.

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

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

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

- **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.

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