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City of Ballarat improves efficiency and cost savings with mobile asset management solution

Client profile

City of Ballarat
ballarat.vic.gov.au

- Located at the foothills of the Great Dividing Range in Central Western Victoria, Australia
- Known as a cultural tourist destination with a rich architectural heritage from the Victorian gold rush
- Encompasses an area of 740 km^2 with an approximate population of 100,000

CITY OF BALLARAT

Overview

Managing assets and strategic growth
Like many local government authorities in Australia, the City of Ballarat needed to extend its asset management solution to manage all council assets while also supporting capital works planning. The Council required a solution that would enable staff to easily record issues directly in the field and to route jobs to the best staff for prompt action.

Business challenge

In recent years, the Council has focused its attention on proactive field based inspections of council assets. The manual and laborious nature of the original process resulted in procedural difficulties, including data upload and download inefficiencies, which required staff to rigorously check into the depot each day. The Council recognised that these problems could be resolved by adopting a more dynamic approach to live, in-field asset maintenance.

"ConfirmConnect makes information available not only to the staff in the field using mobile devices but also to our management, leadership and Council. This level of insight is incredibly valuable."

—Ben Howell,
Coordinator Asset Management

Technology used

- Confirm® enterprise asset management solution
- ConfirmConnect™ solution

"Confirm allows us to better predict maintenance and renewal funding requirements to strategically plan and manage our asset portfolio. This has resulted in significant budget increases in areas where we have been able to identify shortfalls and high growth rate."

—Ben Howell,
Coordinator Asset Management

Solution

An existing client of Pitney Bowes, the City of Ballarat was using the Confirm solution for enterprise asset management. The Council again turned to Pitney Bowes for its ConfirmConnect solution, designed to enable staff to manage and maintain asset information away from their computers. The solution was implemented in a short time frame, allowing Council to get a quick return on investment.

ConfirmConnect is a mobile asset management solution that enables a real-time two way flow of information between the asset owner and field workforce of their assets. Users can manage inspections, surveys and work crew activities on-site using the latest mobile technology. The solution connects to Confirm, allowing users to view live task lists, update asset locations, conditions and attributes, and complete maintenance activities and inspections throughout Ballarat.

Using a smart device assists with quick adoption of the technology as staff can update asset records immediately with limited computer literacy. The asset database is updated automatically with maintenance activities, eliminating data duplication overheads and ensuring a single point of truth across all systems, including GIS (Geographic Information System) and IAMS (Internet Access Management System).

Benefits

Ben Howell, Coordinator Asset Management, City of Ballarat, says, 'Confirm focuses on getting the information out quickly and making good use of it. ConfirmConnect makes information available to field staff using mobile devices as well as management, leadership and Council. This level of insight is incredibly valuable.'

Council has reduced risk and decreased liability costs through improved record keeping and live asset updates. Contractors are also held accountable for projects undertaken for the Council. 'We can now to keep track of the number of jobs that have been completed on a daily/weekly/monthly basis', explains Howell.

A map-driven solution, users can visualise tasks, record issues, and access projects on the fly. This considerably reduces costs, particularly in rural areas with long distances between jobs. Work is performed more quickly with field coordination, providing better service to the community.

An important area for the Council is strategic management of the growth of the city's assets. With Confirm, the Council can manage and understand the cost impact to its budgets for maintenance and renewal programs.

'Confirm enables you to demonstrate that, as an organisation, you are working efficiently and cost effectively', says Howell. 'Recording and storing all of this data gives you the ability to tell a story. You can quantify and justify the request for more resources or for better allocation of your resources'.

For more information,
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pitneybowes.com/au