



Location Intelligence

Confirm[®] and ConfirmConnect[™]

Optimising your infrastructure assets





Deliver enhanced public services while observing time and budget constraints.

Do more and do better, with less.

Efficiently managing and optimally maintaining an ageing asset portfolio is critically important to local, regional and national government authorities.

As a public-sector asset management professional, your single biggest task is sustaining the usable life and highest level of service provided by a variety of assets: roads and highways, bridges and structures, water supply and sewer/storm-water systems, parks and green spaces, trees, street lighting, signage, street furniture and property. Plus, you must streamline your processes to deliver cost savings across multi-disciplinary teams.

Confirm® is an enterprise asset management solution from Pitney Bowes. It's designed for people and government authorities charged with the repair and maintenance of public infrastructure, while meeting the demands of tight budgets and timescales.

The Confirm solution gives you the tools you need to make better decisions, maximise operational efficiencies, minimise administrative costs and meet statutory requirements and Key Performance Indicator (KPI) measures. Confirm offers a 360-degree view of your assets, seamlessly connecting with a wide range of CRM, location intelligence, finance, resource and reporting systems. Your users will be able to communicate efficiently while realising the cost saving and economies of scale that a modular enterprise solution provides.

The Confirm solution combines a heritage of two decades of excellence in asset management solutions. This includes a global user base (it delivers public infrastructure services to over 140 million people on four continents) and next-generation desktop, cloud and mobile solutions.

Confirm® offers process efficiencies, simplified workflows and a 360-degree view of your asset portfolio.

ConfirmConnect™ is the mobile app. It brings the data, workflows and decision-making insight of Confirm to devices on leading mobile platforms, including Apple iOS, Google Android and Blackberry.

Manage your portfolio with ease and efficiency.

Owners of infrastructure assets are required to provide increasing levels of service from an ageing 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.

The Confirm solution 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.

It manages a wide range of everyday, mission-critical tasks and enables government organisations and commercial companies that maintain infrastructure assets to realise operational efficiencies. The Confirm solution's ability to inventory complex assets within a single environment provides economies of scale across organisations. You can plan and record the collection of condition information, log and monitor defects, produce financial and operational performance reports and capture citizen enquiries.

Confirm offers a single point of truth that links asset data, operations and financial systems, allowing you to make informed decisions, optimise maintenance management and drive significant monetary savings.

Support a vast array of infrastructure and human assets.

It helps you manage multiple asset types, including roads and highways, bridges, structures, water and storm-water systems, parks and green spaces, trees, street lights, signage, street furniture, property, cleansing resources, and refuse collection and

"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



Asset management anytime, anywhere and on any device: ConfirmConnect™ allows field operatives to perform all critical workflows in real time.

“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

management resources. Manage as much or as little of your asset portfolio as you require; you'll still benefit from the significant ROI and efficiencies you expect from a fully capable enterprise solution.

The Confirm solution supports your most valuable assets, especially the teams that help keep your critical infrastructure running, day in and day out. It offers everyday value by capturing key workflows that help your staff to consistently attain their goals.

These workflows support your team's diverse skills, responsibilities and job descriptions, such as community officers, asset managers, surveyors, field operatives, contractors, street works and compliance inspectors, safety inspectors, customer services specialists, finance and resource managers, IT professionals and executive managers, and decision-makers.

Local government authorities aren't the only Confirm adherents. Private sector companies involved in outsourcing, PPP and PFI engagements use the Confirm solution to provide mission-critical services to their local government clients in a cost-effective, competitive environment. Leading global consultants such as Jacobs, Amey, Balfour Beatty, Mott McDonald, Capita, BT and Mouchel all take advantage of Confirm's ability to deliver instant value and substantial cost savings while operating in critical environments.

Perform all critical tasks.

The Confirm solution supports asset management supervisors and their teams in the field across all of their most important tasks.

Understand your assets.

Asset register. Store infrastructure assets in a central register that records location, operational, financial, and structural information.

Asset valuation. 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 fulfillment of regulatory inspections with scheduled or ad hoc condition surveys.

Mapping. Interact with asset data via GIS interfaces and the integrated Map for a graphical, map-based understanding of assets, and better evaluate situations through use of 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, bills 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 and consequences of failure and develop mitigation strategies based on defined failure modes, risk classes, asset condition and age.

Street works. Manage the complete lifecycle of street openings and ensure compliance by automating the receipt and issuing of essential notifications to authorities and the public.

Works management. A 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.

Confirm® enables organisations to deliver critical public infrastructure services, maximise operational efficiencies and minimise administrative costs.

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.

Productivity in your pocket. The ConfirmConnect™ app is a mobile asset management solution that can make you even more efficient. It gives organisations up-to-date information on assets and maintenance activities and allows faster and more informed decision-making.

The ConfirmConnect app creates 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. Designed with the user experience in mind, it allows inspectors, surveyors and work crews to spend more time in the field carrying out work activities using a single low-cost device. It helps you utilise scarce resources efficiently and maintain accountability at all levels.

Mobility enhances crucial workflows.

Connect your mobile workforce and realise new efficiencies and cost savings across all asset management functions. The ConfirmConnect app supports key workflows like:

- Responding to public enquiries as they're reported and keeping members of the public updated about work in progress
- Automatically downloading assets and their attributes for condition survey inspection
- Undertaking real time asset inspections and updating your central asset register with the latest information
- Pro-actively managing work crews and contractors by scheduling jobs from the field
- Maintaining an audit trail to track the status and costs of maintenance activities
- Managing Street Works on site to ensure quality and compliance with statutory requirements

Connect online, offline, on any device.

The ConfirmConnect app supports both online and offline operation. Users can download up-to-date information and tasks and then continue to work offline in geographical areas where network connectivity is not assured. When connectivity is restored, ConfirmConnect automatically synchronises devices and data, so 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. It comes with Microsoft Bing Maps, fully integrated out of the box. You can also easily customise the ConfirmConnect app to work with your own GIS data and map tile service.

Fulfill your enterprise vision with Confirm.

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, the Confirm solution bridges the gap between government and citizen. It supports full lifecycle request management, from initiation and notification to escalation, completion, valuation and feedback to the requesting citizen.

Maintain flexibility for future use and growth.

Available in desktop, cloud and mobile environments, the Confirm® solution gives you 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. And the ConfirmConnect™ app lets your mobile workforce be effective where it matters—in the field.

Confirm is scalable, modular and grows to support your business needs. It offers the economies of scale of traditional enterprise solutions and the customisation of bespoke systems. Easily deployed across multiple dispersed departments, Confirm lets you maximise the fiscal return on your investment while offering the ability to deploy an enterprise solution in cost-effective increments.

The Confirm solution is one of a range of desktop, enterprise and mobile solutions from Pitney Bowes that add location intelligence to business processes, including MapInfo Professional®, the world's premier desktop mapping application, and MapInfo® Stratus, an easy-to-use solution that helps people visualise and share corporate data on a web map.

Count on Pitney Bowes for professional services and support.

Pitney Bowes delivers accuracy and precision to help our clients achieve meaningful business impact. We're an industry-trusted advisor with unmatched experience in delivering business transformation support, operational process planning and central government improvement strategies.

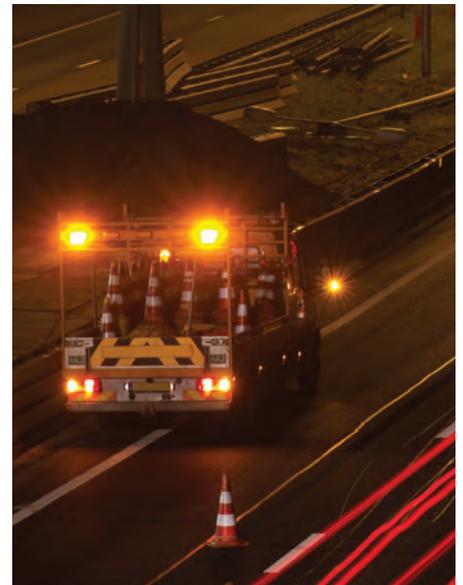
Our Professional Services group can help you implement the Confirm solution in a way that complements your existing processes and creates new ways of working for maximum return on investment.

Our skilled and experienced staff serve as an extension of your own team and helps to minimise the cost, time of implementation and need for downstream support. Services include:

- Project management, including resource planning, project initiation, stage reporting, implementation and risk management
- Consultancy services, including business or technical changes consulting and problem resolution
- Application and process review to help reduce operating costs and streamline business processes
- Managed services
- Infill services
- Training (Pitney Bowes is a gold-standard member of the Learning and Performance Institute)
- Technical services

We can help.

Confirm and ConfirmConnect can revolutionise the way you manage and maintain your infrastructure. Learn about how it can help you or your organisation at pitneybowes.com/au/confirm



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