



Location Intelligence

Intelligent Infrastructure Management

Confirm[®]

Take a smarter approach to infrastructure lifecycle management.

Get more insight from your data, more productivity from your team and more value from your public infrastructure assets. The Confirm intelligent infrastructure management solution streamlines business processes related to each phase in an asset's lifecycle. It improves administrative-staff and field-worker productivity, accelerating decision-making by providing access to critical information anytime and from anywhere. Whether you are assessing project timelines, scheduling crews, setting budgets or tracking performance, you can rely on Pitney Bowes to deliver the more accurate, timely information you need.

Achieve better control over assets and budgets.

- Monitor asset condition in real time.
- Optimize maintenance schedules.
- Maximize worker productivity.
- Simplify contractor management.
- Extend service life of assets.

Access the information you need, when and where you need it.

Work anywhere.

Add mobility, accuracy and efficiency to your asset-management strategy. Field crews can access this solution from any hand-held device and upload critical information remotely to ensure real-time data availability. They can even continue to work offline when connectivity is unavailable.

Communicate better.

The Confirm solution centralizes your data on public infrastructure to facilitate collaboration among your agency's officials, field teams and contractors. With support for citizen self-service and 311 integration, you can respond quickly to constituent inquiries, reduce call volumes and track job progress, thus improving the quality of service delivery.

Plan smarter.

Enable proactive maintenance and other cost-effective, preventive strategies. With the right perspective, you can make informed decisions about how to maintain safe conditions and meet service level agreements. Get the data you need to justify budget allocations, major repairs and replacements.

How the Confirm® solution works

This solution combines state-of-the-art data management with advanced geographic information system (GIS) capabilities. From communicating with your citizens to leveraging tools for visualization and analysis, it brings greater accuracy, efficiency and value to every process and project.

A single, comprehensive asset register

Count on complete, more accurate and up-to-date information about assets under your management. The Confirm solution maintains a secure, comprehensive record of each asset's entire lifecycle, including commission date, valuation, condition, location, maintenance history, replacement cost and more. You can record, manage and access an unlimited number of data points in virtually any format including Word documents, spreadsheets, pdfs, GIS files, images, photos and even video.

Track every asset in your portfolio, including:

- Roads and highways
- Bridges and structures
- Street lighting, traffic signals and signage
- Street furniture and sidewalks
- Water and stormwater systems
- Power lines
- Property and buildings
- Parks and green spaces
- Street cleaning and waste management

Streamlined operations

You'll always have the information you need to accelerate your agency's mission-critical workflows: No more manual data entry or reliance on siloed applications. Whether you're scheduling work crews, responding to citizen inquiries or recording data in the field, you can get everything done in one place via desktop, laptop or mobile device.

Use the Confirm solution to quickly expedite:

- Condition and asset surveys
- Inspections
- Jobs schedules
- Citizen inquiries
- Major projects

Precise GIS mapping

Exact location information is crucial to good planning and efficient operation. Built-in mapping capabilities help you to create a more accurate inventory of your infrastructure assets, easily pinpoint their locations for more efficient scheduling, routing and prioritization. They also allow you to use spatial analysis to visualize asset related data and identify patterns of behavior.

A scalable, future-proof solution

This solution integrates seamlessly with your CRM, resource planning, project management, purchasing and financial systems to drive even greater levels of economy and efficiency. Exceptional flexibility and scalability give you the freedom to customize your processes and support Smart City and digital-transformation initiatives.

"The implementation and rollout of Confirm has successfully delivered against our business plan, releasing cashable savings of over £1.5 million over five years."

— Alan Aistrup, Divisional Highways Manager

Value-added modules

ConfirmConnect®

Mobile connectivity via any device

Improve worker productivity with anytime, anywhere data access. ConfirmConnect supports a two-way, real-time flow of information between the office and field teams via hand-held device. Crews can access the solution to download work orders and relevant project data, and upload asset information directly from the field. Mobile data access keeps skilled workers in the field longer, and eliminates errors due to manual data entry. Workers can continue working offline as necessary, and automatically sync devices when connectivity is restored.

ConfirmWorkzone®

Drag-and-drop workforce scheduling

ConfirmWorkzone features an easy-to-use, map-based interface that lets you simplify scheduling and drive performance improvements. You can quickly understand the physical relationships between jobs, crews and routes, then ensure that crews are in the right place at the right time, with the right materials and equipment for the job. Optimize routes to minimize travel times and get more done. Plus, save time and fuel by assigning the closest qualified crew to each incident location.

Strategic Asset Management

A more proactive approach to asset management

Turn your asset data into actionable information, and make better decisions for the short and long term. With the Strategic Asset Management module, it's easy to create graphical models and "what if" scenarios to more accurately predict the impact of different maintenance strategies and budgets. You'll know the cost to maintain condition and service levels, and can easily produce reports to support your budget planning.

Real-world results.

For more than a decade, cities, towns and counties have relied on this world-class asset management solution to work smarter, stay safer and control costs.

- Lincolnshire County Council in the UK uses the Confirm solution to improve and expedite its operational and financial highways maintenance processes, from initial defect reporting to confirmation of the final repair.
- The City of Ballarat in Victoria, Australia required a solution that would enable staff to easily record issues directly in the field and route jobs to the best staff for prompt action.



"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

See the big picture in greater detail.

With the Confirm® solution, you'll know exactly:

- What assets you have
- Where they're located
- What condition they're are in
- Their value
- When they're due for inspection
- Whether it's best to fix, maintain or replace
- What strategies will extend asset life
- How workers and contractors are performing
- How to prioritize workers and budgets

FAQS

Q: What is the deployment process for the Confirm solution?

A: The five-stage deployment process varies based on your specific needs.

Initiate: Establish framework and goals, technology, data management and software requirements.

Design: Finalize data management design, draft interface.

Build: Develop workflows, cleanse and test data, develop portal and web services.

Validate: Validate integrations, conduct training and system testing.

Adopt: Rollout solution, provide managed services support.

Q: What are my deployment options?

A: The Confirm solution is available for on premise or Software as a Service delivery. It can be tailored to your organization's unique requirements.

Q: Will it work with my other enterprise systems?

A: Yes, it integrates with your CRM, GIS, ERP, finance, resource and reporting systems.

Q: Do I need to be concerned about compatibility issues?

A: No, the Confirm solution is device-agnostic. It works with desktop and mobile devices, and multiple operating systems including Windows, iOS and Android.

Q: What is the typical time to value?

A: Time to value can be as little as two to three months.

Q: What can be included in the asset register?

A: The Confirm register is highly flexible. Apart from high-rise tower buildings, you can include virtually any type of asset and attach all related data, in any format, for a complete history and audit trail.

Q: Can I see the Confirm solution in action?

A: Of course: Contact us to arrange a demo at your convenience.

For more information, visit us online: pitneybowes.com

United States
800 327 8627
pbsoftware.sales@pb.com

Europe/United Kingdom
+44 (0)800 840 0001
pbsoftware.emea@pb.com

Canada
800 268 3282
pbsoftware.canada.sales@pb.com

Australia/Asia Pacific
+61 2 9475 3500
pb.apac@pb.com



Pitney Bowes, Confirm, ConfirmConnect, Confirm Workzone and the Corporate logo are trademarks of Pitney Bowes Inc. or a subsidiary. All other trademarks are the property of their respective owners. © 2017 Pitney Bowes Inc. All rights reserved.



175WS05329_US