



Location Intelligence
Asset Management

Confirm[®] public infrastructure asset management solution

Informed decisions online, offline and on any device

A series of white, wavy, parallel lines that curve across the bottom right of the page, creating a sense of motion and depth.

Confirm® is an Enterprise Asset Management (EAM) solution from Pitney Bowes.

"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

It's specifically designed to empower public entities with the insight to make informed decisions on repair, maintenance and investment for critical public infrastructure assets against tightly constrained budgets and timescales.

Government agencies rely on Confirm infrastructure asset management software because:

- the single biggest challenge today's asset management professionals face is managing an ever-aging asset portfolio while delivering improved public service.

- delivering a reliable, stable service that keeps an authority's critical infrastructure safe and running must be achieved.
- the key business challenge for local government bodies is finding ways to streamline asset management processes that deliver cost savings across multidisciplinary teams.
- balancing short and long term needs of the varied asset stock in today's complex urban environments is a challenge.

Trends and challenges in the public sector

Do more:

meet the needs of your customers

- Manage more asset types
- Effective mobile working
- Automate repetitive tasks
- Streamline workflows
- Remove process 'waste'
- Right time on the right task
- Meet legislative requirements

With less:

provide superior service to your customers

- Optimize budget spend
- Maximize staff efficiencies
- Reduce admin overheads
- Enterprise economies of scale
- Easy access to KPIs
- Field service stays in the field
- Simply manage citizen and contractor relationships

Make an impact on all of your targets.

Improve any public municipality who has a mandate to manage, repair and install assets or any private sector company who manage public assets via outsourcing engagements.

Infrastructure asset management is the integrated, multi-disciplinary process of using a range of strategies to sustain the usable life and level of service provided by public infrastructures. When applied correctly, its benefits are beyond noticeable to:

Multiple asset types

Confirm® enables stakeholders to make informed and accurate decisions on multiple asset types, including:

- roads and highways.
- bridges and structures.
- street lighting and signage.
- street furniture and pavement.
- drainage and stormwater.
- property and buildings.
- parks and green spaces.
- street cleaning and waste management.

Managers and supervisors

- Quickly assign work to field workers in real time
- Maximize operational efficiencies and minimize administrative costs
- Dashboards provide visualization of performance indicators.

Directors

- Make well-informed decisions and monitor critical metrics
- Easily share data with stakeholders.
- Analyze how time and money are spent.

Field worker

- Quick user adoption. No technical knowledge required.
- Optimized for the field utilizing streamlined workflows
- Easy access to real-time two-way flow of information.

GIS managers

- Easily support a wide range of mapping technologies (like ESRI)
- Provide easy asset tracking thru GIS on desktop and mobile devices.
- Enable access to GIS spatial modeling and data analysis capabilities.

IT and CIO

- Cloud based on-demand solutions provide economies of scale
- Bridge the gap between government and citizen thru full life-cycle request management with citizens





Public infrastructure asset management: how it helps you

Asset capture

Confirm® EAM helps you understand what you have. Capture any type of assets, your materials and supporting equipment. More accurate data leads to better decisions, like what needs to be repaired and what doesn't. Based on condition assessments, you can avoid problems in the future.

With asset capture, you'll know:

- what assets you have.
- where the assets are located.
- what condition are your assets in.
- the criticality of your assets.

Asset maintenance

Streamline the citizen inquiry process by instantly recording customer inquiries directly against assets and converting them into inspection activities. Create scheduled and reactive maintenance programs utilizing mobile devices... online or offline and on any device. Efficiently capture valuable condition and repair data towards future planning and intervention strategies.

With asset maintenance, you'll know:

- how issues are reported and work scheduled.
- What the best approach is to fix and maintain.
- How feedback is provided and received.
- what assets are due for inspection.

Asset management

With a single point of truth linking asset data, operations and financial systems, significant monetary savings can be realized via informed decision making and optimized maintenance management. Building an accurate picture of your assets' historical performance and condition data allow implementation of strategies that extend the life of assets.

With asset management, you'll know:

- how to better plan for the future.
- how to we prioritize projects and budgets.
- If you should repair versus replace.
- what strategies will help extend asset life.

Business benefits

Maximize operational efficiencies and minimize administrative costs while meeting Statutory Requirements and Key Performance Indicator (KPI) measures. By providing both strategic and tactical asset management operations, Confirm® EAM supports your business process and key workflows across desktop, cloud and mobile deployments.

Built on proven, global best practices.

Confirm EAM provides services to over 140 million citizens. It's used by public sector agencies, contractors, and field workers as well by citizens. Confirm users can opt to manage as much or as little of their asset portfolio as required while still benefiting from the significant ROI and efficiencies expected when implementing a fully capable, proven enterprise solution.

The Confirm EAM solution:

- builds and protects reputation.
- leads to community investment.
- protects against litigation.
- promotes customer engagement and improved customer service.
- supports a safer, cleaner community.
- enables public entities to achieve more with less.

Mobile asset management solution

ConfirmConnect® enables a real-time two-way flow of information between the asset owner and the field workforce. Inspectors, surveyors and work crews spend more time in the field carrying out work activities using a single low cost device.

Key workflows supported include:

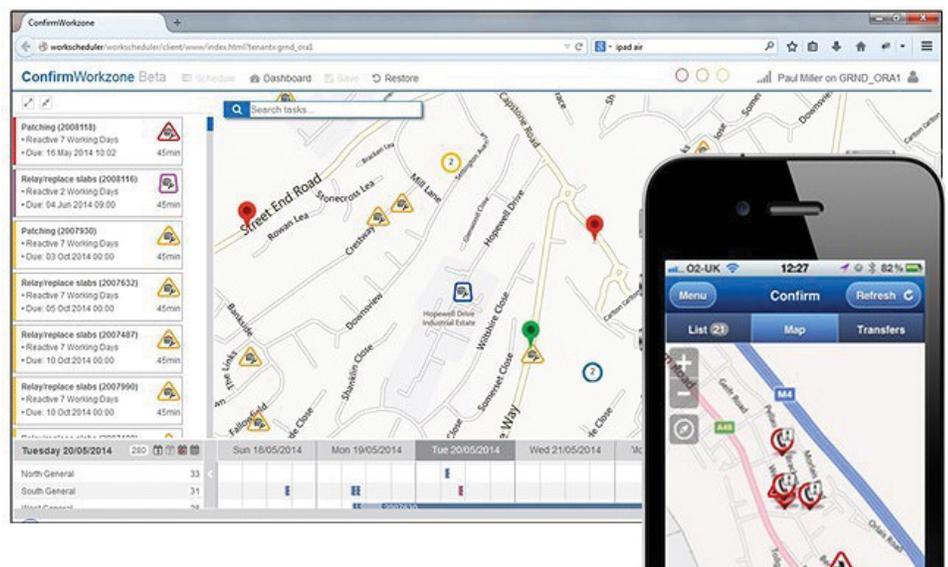
- **Inquiries:** Receive and respond to customer inquiries on your mobile device.
- **Condition survey:** Auto-download assets for inspection. View asset locations and complete assessments.
- **Asset survey:** Undertake surveys of existing assets and create new assets while in the field.
- **Jobs:** Send scheduled jobs, track status and costs, create a work history trail with before and after photos.
- **Major projects:** Undertake onsite inspections of works carried out by utility companies and other contractors to ensure compliance with government regulations.
- **Map and photo support:** Access Bing maps to link to your own web mapping tile service (like ESRI) and make full use of integrated cameras to take photos of inquiries, assets, defects and projects.

Easy, flexible GIS mapping

Built with class leading GIS technology, Confirm provides state-of-the-art mapping for easy management of assets on desktops and mobile devices. Confirm supports a wide range of mapping technologies and data standards (like ESRI) to enhance the operational value of Confirm. Plus, these GIS interfaces and the integrated Map tool enable access to GIS spatial modeling and data analysis capabilities.

Work online, offline, on virtually any device.

Confirm EAM supports online and offline working where no network connectivity exists. Users download up-to-date data and then continue to work offline in geographical areas where network connectivity is not assured. Once connectivity is restored, ConfirmConnect automatically syncs devices and data. ConfirmConnect is available for all major mobile operating systems.



Do more with one solution.

Flexible asset register

The Confirm® EAM asset register records location, physical, financial, condition and operational information for all your infrastructure assets. It saves it in a single, easy to manage secure data store. This rich data source allows you to systematically determine the depreciated value of assets and transfer asset valuations to your Financial Management System.

Maintenance activities and scheduling

Create scheduled and reactive maintenance programs incorporating:

- work priorities.
- schedules.
- tasks.
- contract documentation.
- bill of quantities.
- contractor bid evaluation.
- cost forecasting.

Confirm enables anyone, regardless of local knowledge IT skills or expert training, to effectively schedule tasks by assigning them to the most appropriate field resource while optimizing overall performance to meet KPIs.

Work effectively via mobile.

Designed with user experience and efficiency savings in mind, ConfirmConnect allows inspectors, surveyors and work crews to spend more time in the field carrying out work activities using a single, low-cost device. Users can manage inspections, surveys and work crew activities on site using the latest mobile technology.

Connect your workforce to Confirm and:

- view live task lists.
- update asset locations.
- conditions and attributes.
- complete maintenance activities.
- inspections directly from the field.

Wide reaching GIS mapping

GIS interfaces and the integrated Map tool enable graphical, map-based interaction with assets. They also provide access to GIS spatial modeling and data analysis capabilities. Confirm supports a wide range of GIS mapping technologies and data standards (like ESRI).

Citizen inquiry management

Streamline the citizen inquiry process by instantly recording customer inquiries directly against assets. Then, convert them into inspection activities. Provide better communication to enhance customer satisfaction while providing an auditable trail of maintenance activities.

Condition surveys and performance monitoring

Monitor the condition and performance of assets and fulfillment of regulatory inspections with scheduled or ad hoc condition surveys. In addition, our integrated Performance Monitoring lets you maintain quality and compliance with regulatory standards.

Contract works and contractor access

Manage term and non-term contract items, including:

- instructions.
- prioritization.
- scheduling.
- performance monitoring.
- payments.
- labor.
- materials.
- plant and equipment.
- budgets.

Confirm allows external contractors secure self-service access to your Confirm asset database. It simplifies contractor relationships and improves information critical workflows.

Projects and permitting

Manage the complete life-cycle of road projects. Ensure compliance by automating the receipt and issuing of essential notifications and permits to authorities and the public.

Pavement and risk management

Visualize and analyze standard inspection data to predict failure and determine optimum timing of treatment or renewal. Determine the probability of failure, consequences of failure, and mitigation strategies of assets based on defined failure modes, risk classes, asset condition and age.

Enterprise systems interface

Enjoy out-of-the-box integration with your key enterprise systems including GIS, resource planning, financial, CRM, operations, purchasing and project management.

Reports and dashboards

Confirm® provides fully customized reports which can be deployed via email or web to team stakeholders. Make real-time decisions based on customized dashboards that monitor the metrics important to your business.

Confirm EAM software — Professional services and support

Pitney Bowes Software is 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 provide support to implement the Confirm solution to complement existing business processes and create new ways of realizing maximum ROI.

Using our skilled and experienced staff as an extension of your own team, the cost, time of implementation and downstream support can be minimized. Our team provides a

complete range of accredited services for local government organizations, including:

- project management (including, but not limited to, resource planning, project initiation, stage reporting, implementation and risk management).
- consulting services.
- application and process review.
- software implementation.
- managed services.
- data migration services.
- training.
- technical services.

The positive impacts for government agencies utilizing Confirm EAM software are substantial. They include being able to achieve:

- well-maintained roads for safe travel.
- clean streets and pathways for easier travel, enhanced storefronts and stronger support of tourism.
- well-illuminated cities for the reduction of criminal incidents on sidewalks and in parks.
- clear and accurate signage. This enables ease-of-travel and reduces traffic incidents.
- healthy parks and green spaces for the improvement of community well-being.

We're here to help.

Pitney Bowes is a leading provider of customer communication technologies. Our software, equipment and services help businesses around the world communicate more effectively in today's multichannel environment, so they can build long-term customer relationships and drive profitable growth.

"Confirm EAM has ultimately enabled us to consolidate the management of our main infrastructure assets into one system."

—David Clark, Principal Systems Development Officer
T&I Service, Aberdeenshire Council

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