GREATER SHEPPARTON

Executive Summary

Local Governments are not only experiencing budget squeeze but are under increasing pressure to be more effective in providing services to the community. There is a need for Councils across Australia to implement new asset management solutions to meet these demands.

The City of Greater Shepparton implemented the Pitney Bowes Software Confirm solution to enable Council to perform effective asset management. Confirm enables service managers to determine the total cost of providing infrastructure services to the community and manage asset renewals and levels of service.

The City of Greater Shepparton's use of Confirm involved the deployment of ConfirmConnect™ on a range of hand-held devices. ConfirmConnect is a mobile asset management solution that connects your workforce and assets in real-time allowing faster and more informed decision-making. This has allowed asset inspectors, work crews and supervisors to maximise time in the field and eliminate unnecessary paperwork.

Business Challenge

In 2007, the City of Greater Shepparton recognised that their current system of managing their assets using multiple systems and spreadsheets was not effective and realised that an enterprise wide asset management system was required. Mobility was also a priority given the potential distance an officer needed to travel from an asset to the office.

The Council identified the need for an integrated maintenance management system that could record on the spot maintenance activities, create inspection schedules and record the results of inspections while providing effective risk management and audit capabilities. Confirm was chosen as it is a user-centric system that can be accessed by all staff, while providing information relevant to that specific staff member or team.

Council has seen a large uptake in ConfirmConnect users in the field, using it to perform a wide variety of tasks from collecting asset details to performing safety inspections at the local sports stadium.

Robert Stevens, Asset Systems Administrator at the City of Greater Shepparton said, "While change is always a challenge, the Council continues to work with users to ensure a thorough understanding of the environment is achieved. Most users are very happy with the system and the ability to record and retrieve information, especially when they are working remotely."

> "City of Greater Shepparton has taken the use of mobile devices to the next level and is continuously looking at automating many manual processes."
>
> **Robert Stevens,**
> **Asset Systems Administrator,**
> **City of Greater Shepparton**

Pitney Bowes
Software

Solution

Pitney Bowes Software provides a range of Confirm solutions for the City of Greater Shepparton, including the ConfirmConnect suite, to support a number of in-the-field user roles. These roles may be summarised as;

- **Asset inspectors** – Can add and update information about existing assets while on site as well as add any new assets in the field. Customer requests can be progressed in the field and defects raised in real time to generate resolutions. Complete planned inspection activities including the assessment of an asset's condition

- **Works crews** – Can log multiple job status updates in the field and record details of the activities completed and resources consumed

- **Supervisor users** – Can audit completed maintenance activities, access asset history and respond to urgent requests for action.

All ConfirmConnect functionality is spatially enabled allowing the recording and visualisation of customer request, defect or job location. In addition photographs may be captured and linked to any of the entities mentioned above.

TECHNOLOGY USED

Confirm is an industry leading infrastructure asset management solution which helps Councils manage their corporate plans and consistently meet legislative obligations, while maintaining standards for corporate governance and community duty-of-care. Confirm is trusted by over 250 organisations globally to successfully manage billions of dollars of assets.

Results and Benefits

City of Greater Shepparton users of Confirm and ConfirmConnect have indicated reduced workloads in the following areas:

- **reduced hard copy paperwork**
- **quicker access to historical records of work completed in cases of insurance claims**
- **ease of programming and recording inspections**
- **reduced data entry.**

Confirm has replaced the onerous task of manually recording each activity on paper or spreadsheet. Mobile devices have helped the Council capture more accurate information and save large amounts of time as there is no longer a need to replicate this data from a manual input scenario.

Robert Stevens said, "The systems filtering and reporting ability is exceptional. Many reports can be generated by way of filtering and the ease of conversion to other formats is relatively simple. Data manipulation is easy to administer and as the organisation moves forward, improvements in the mapping integration will further enhance the products development."

> **The Pitney Bowes Software Confirm solution is tailored to meet the needs of Local Government, allowing Councils to streamline the management of infrastructure assets, enable long term planning and the sustainable delivery of service to the community that depends on that vital infrastructure.**

David Johnstone,
Service Delivery Manager,
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