



A case study from the water services industry

Improving field & asset management collaboration



Unitywater

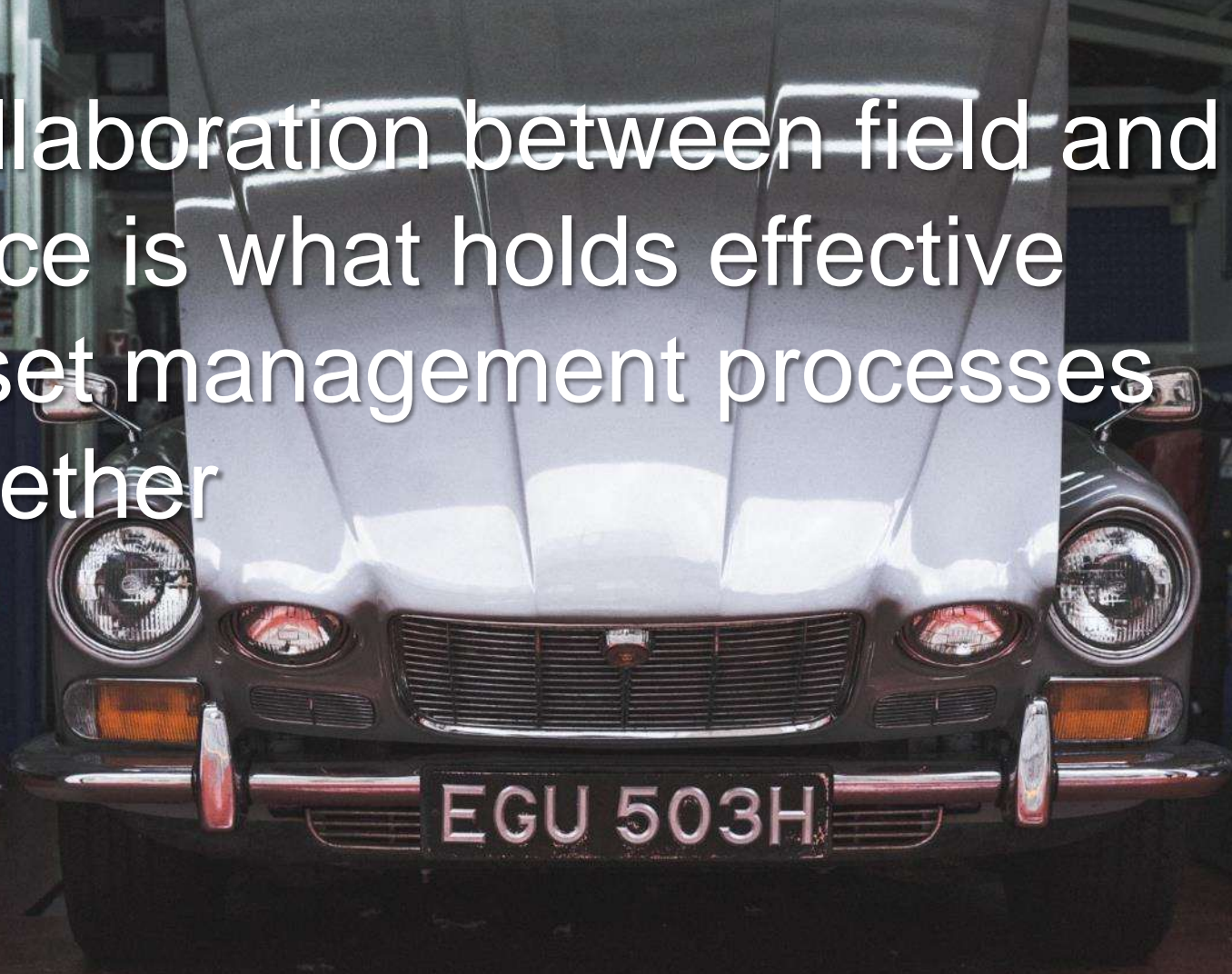
Supplying 765,000 Queenslanders with
essential water services



Project Summary

- Unitywater has one strategic goal, to 'reduce the total cost to serve our customers'.
- The Unitywater Field Crews are the eyes, ears and noses of the Organisation and their input into optimising maintenance regimes and renewals programs cannot be underestimated
- How do we make field crews more productive?
- How do we extract maximum value from the data collected in the field?

Collaboration between field and office is what holds effective asset management processes together





Systems that are not integrated,
or not integrated well, don't
deliver on their potential

If field workers noticed an error in the location of assets, reporting and correcting the data was a manual process

Turn around time before corrected data was available back out in the field could take months



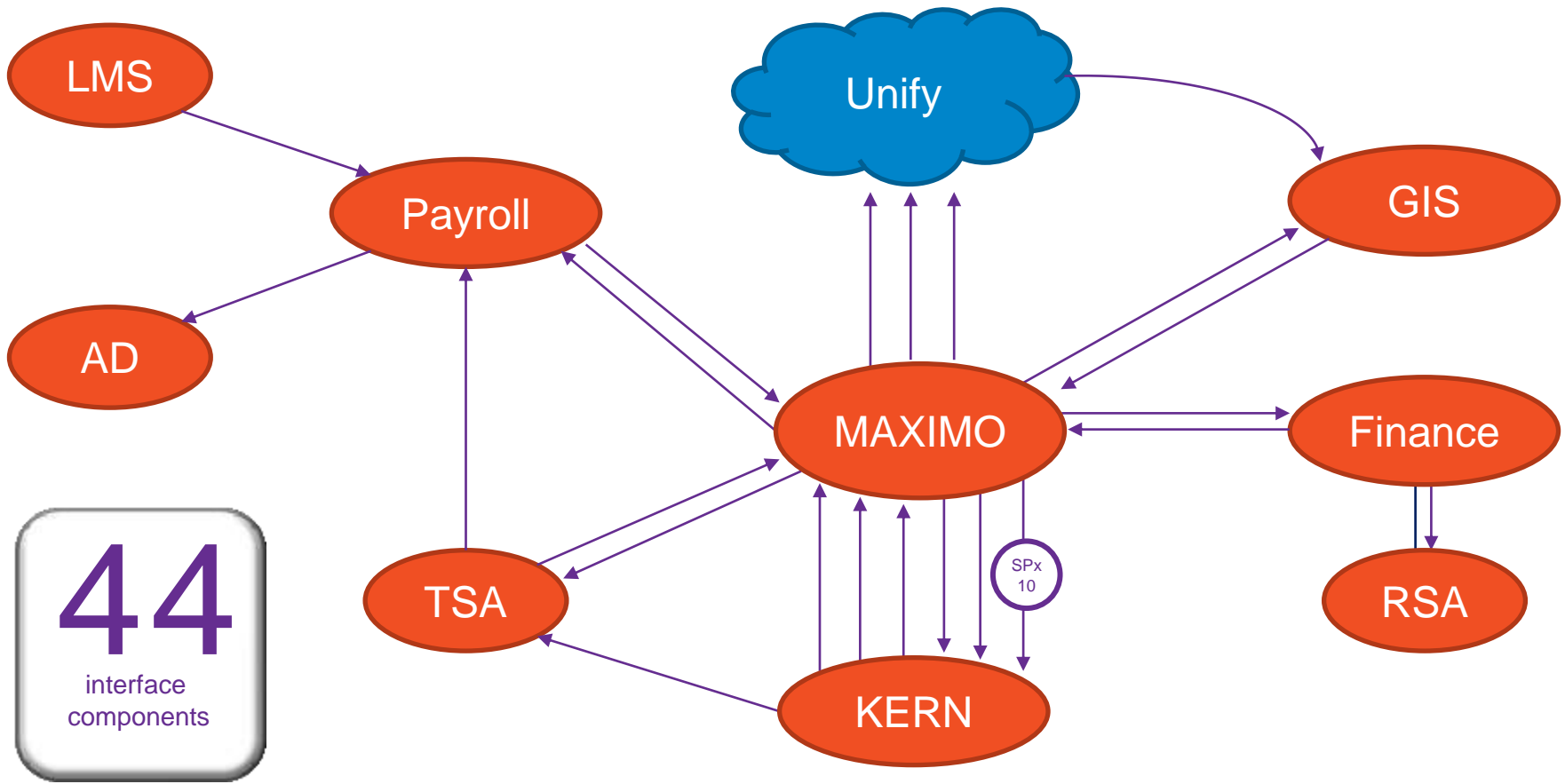
"Stop digging! You're in the wrong spot!"

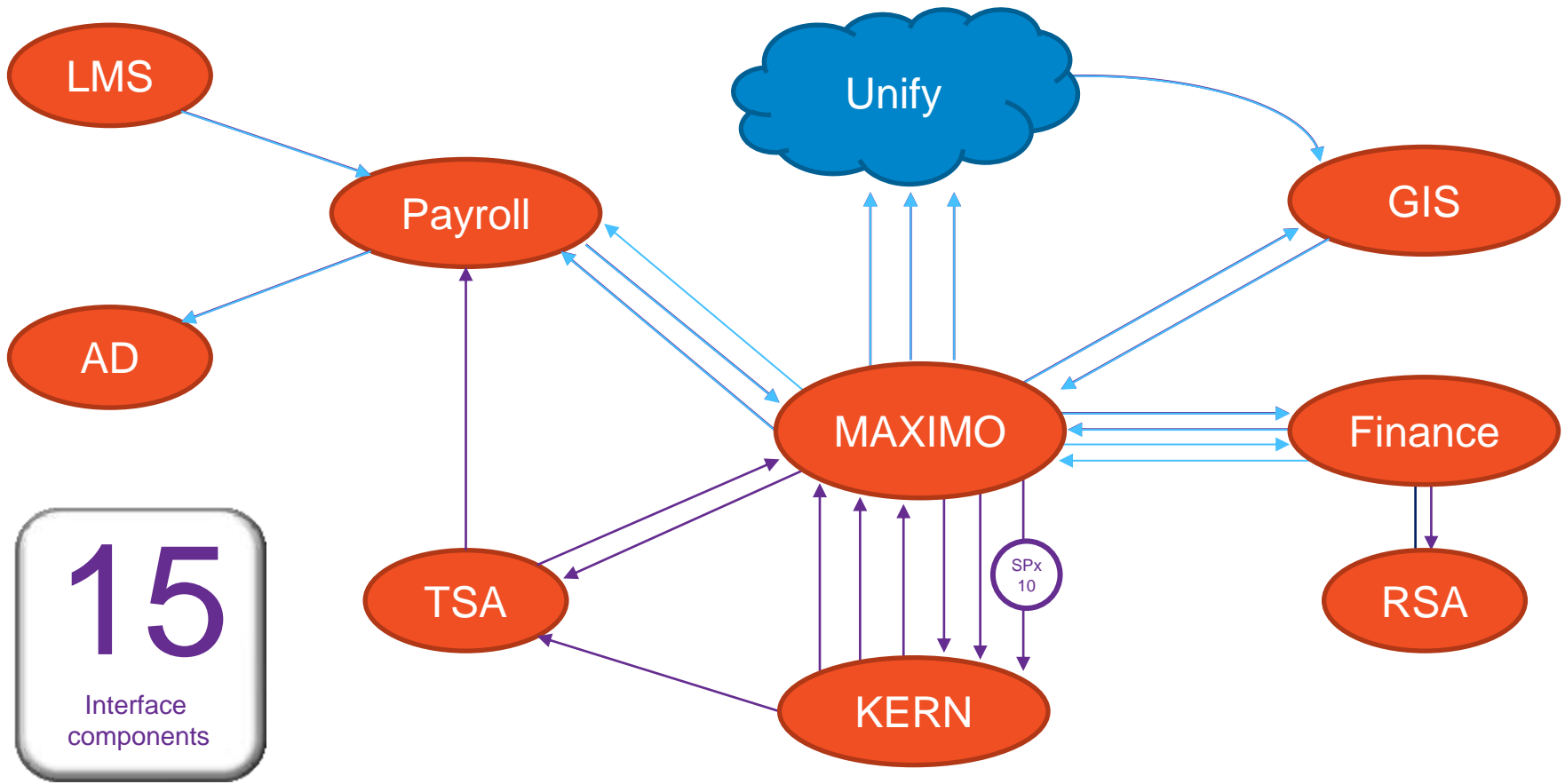
Inconsistent data informing investment decisions



Project Vision

a single EAM platform for field and office staff that is configured, not customised







EZMaxMobile

Unity Water were ready to take a great leap forward with mobile But they realised that putting tablets in people's hands isn't a guarantee of success.

Every screen had to be clear and every function had to work seamlessly within your requirements and workflow.

Mobile Field Office client which acts as an extension of the Asset management software and provides offline capabilities. Delivers natively what previously required deep customisation.


A Solution designed from business processes


- Provides Work Orders for field staff.
- Provides tasks that need to be completed for each Work Order ensuring correct execution of work.
- Capture of hours worked against each Work Order.
- Capture asset conditions including photos automatically attaching them to Work Orders and assets





▲ Go To

Apps


 Start Center

 Work Order Tracking


 Service Request

 Map

Log Out



A satellite map view of a residential area. The map shows several streets including Capricorn Crescent, Shaw Street, Creekwood Avenue, Meridian Way, Frankland Avenue, Hamilton Street, Parklands Boulevard, and Drive. There are three markers on the map: a red pin at the intersection of Parklands Boulevard and Drive, and two green pins on Parklands Boulevard. The map interface includes a toolbar at the top with navigation icons and a zoom control on the left.

**Clarita**
Solutions

Cancel

CIVIL

Description: Civil Fault
Organization: UW

ELECFAULT

Description: Electrical Fault
Organization: UW

INSTRUM

Description: Instrumentation Fault
Organization: UW

MECHFAULT

Description: Mechanical Fault
Organization: UW

Back

Failure Codes

Save

Failure Class

HYD



Remarks

YOU CAN ADD REMARKS IF REQUIRED.



Description Long Description

Add a detailed description here, if required.



Failed Date

2/05/17 5:22 PM



Failure Codes

PROBLEM

LEAK

CAUSE

UNKNOWN

REMEDY

REPLACE

▼

Go To

Back

Work Order Tracking

Save

Actions

Start Travel

Start Work

Stop Timer

Change Status

Assignments

Risk Assessments / Permits 1

Classification (Water Meter Data)

Work Order Data

Labor 4

Work Log 2

Tasks 17

◀

Prev

Next

▶

Work Order

2274835

Description*

44 Homestead ROAD MORAYFIELD; Break, no water, contractor hit service

Details

Memo Details: contractors have hit service no water to affected property. Leo Lines Network P/L 0437733000;AccountHolder : Mr R W & Mrs M A Laidlaw & Mr S E & Mrs S L Gordon; Description : Water Supply Break/Leak 44 Homestead ROAD MORAYFIELD; CallScriptResponses : Q: Contact Name A: Q: Contact Email Address A:

Status

COMP

04/09/2017 10:20 AM

Parent WO

Location

1000014

Services - Water

Asset

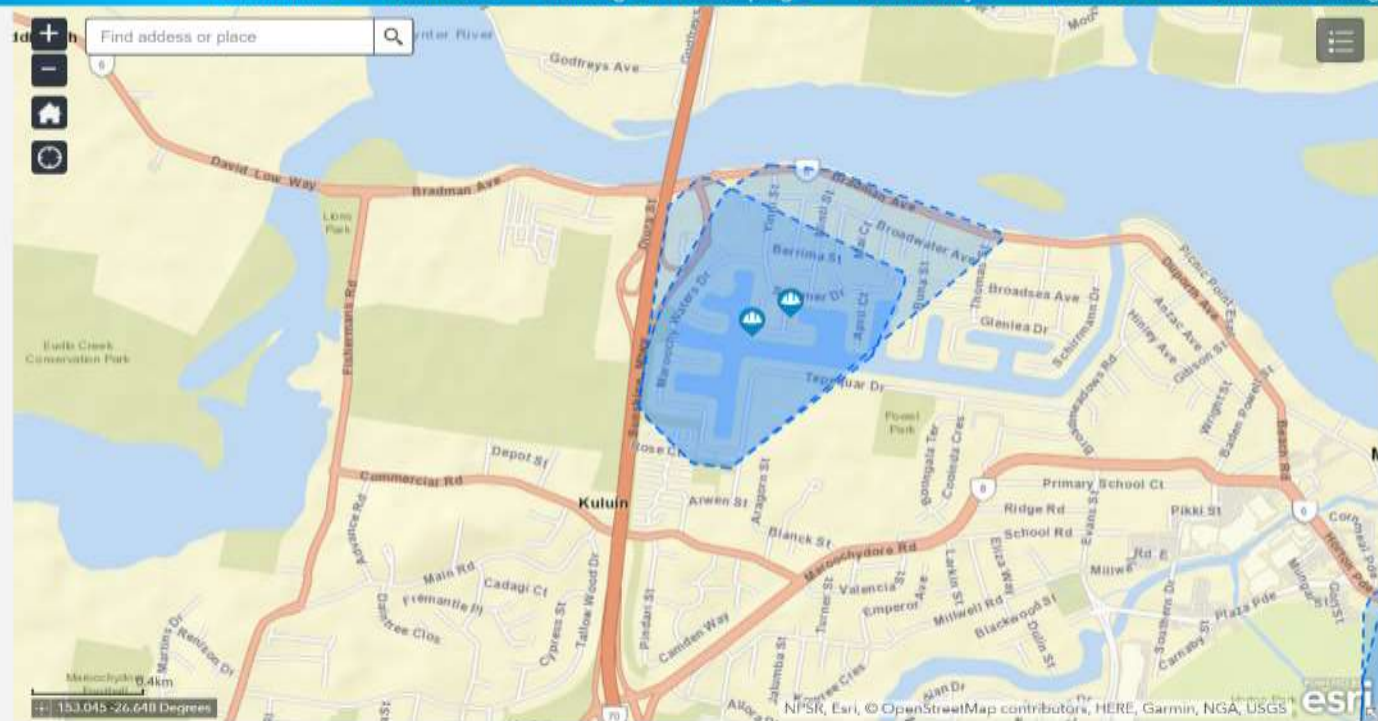
2278089

Benefits/outcomes

The MFO is universally described as an enabler – removing the barriers to operational efficiency today and opening the possibilities for future innovations.

Overall project outcomes include:

- Better, more accurate data to inform short and long-term decision making;
- Improved speed and ease of use for field crews;
- Reduced support cost;
- Reduced IT infrastructure cost; and
- Enabling future innovation.



If your property is on the map, we are aware of the problem and we are working to restore services as soon as possible.

If your property is not on the outages map, please let us know by filling out the online form at Step 4 below.



Works in Progress



Planned Works



Completed Works

Conclusions

- Collaboration and Integration has made field crews more productive;
- Improved response times;
- Harnessing data needed to targeted asset investment;
- Automated corporate reporting; and
- Established a sound technical foundation for future innovation.

In order to stay ahead of the curve our employees do not need to be faster or cheaper than machines.

Organisations should focus on helping employees develop, hone and capitalise on the capabilities that are uniquely human, such as collaboration, communication and integration.

A group of approximately 18 people, the Clarita Solutions team, are posed for a group photo outdoors. They are arranged in two rows, with some sitting on a low wall and others standing behind them. All team members are wearing bright blue polo shirts with the Clarita Solutions logo on the left chest. They are in front of a green corrugated metal wall with several spiky green plants. The scene is brightly lit, suggesting a sunny day.

Clarita Solutions

Delivering solutions that integrate asset and location data to transform asset management operations in the field.

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www.claritasolutions.com.au

ASSET MANAGEMENT INSIGHT