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
44 interface components
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
CIVIL
Description: Civil Fault
Organization: UW

ELECFAULT
Description: Electrical Fault
Organization: UW

INSTRUM
Description: Instrumentation Fault
Organization: UW

MECHFAULT
Description: Mechanical Fault
Organization: UW

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

<table>
<thead>
<tr>
<th>PROBLEM</th>
<th>LEAK</th>
</tr>
</thead>
<tbody>
<tr>
<td>CAUSE</td>
<td>UNKNOWN</td>
</tr>
<tr>
<td>REMEDY</td>
<td>REPLACE</td>
</tr>
</tbody>
</table>
**Work Order Tracking**

**Actions**
- Start Travel
- Start Work
- Stop Timer

**Work Order**

<table>
<thead>
<tr>
<th>Work Order</th>
<th>2274835</th>
</tr>
</thead>
</table>

**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

**Parent WO**

04/09/2017 10:20 AM

**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.
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.
Clarita Solutions
Delivering solutions that integrate asset and location data to transform asset management operations in the field.
ASSET MANAGEMENT INSIGHT

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