

CUSTOMER INNOVATION STUDY

PALMERSTON NORTH CITY COUNCIL

Optimises asset management processes

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Lindsay Gray

Asset Management Systems Officer,
Palmerston North City Council



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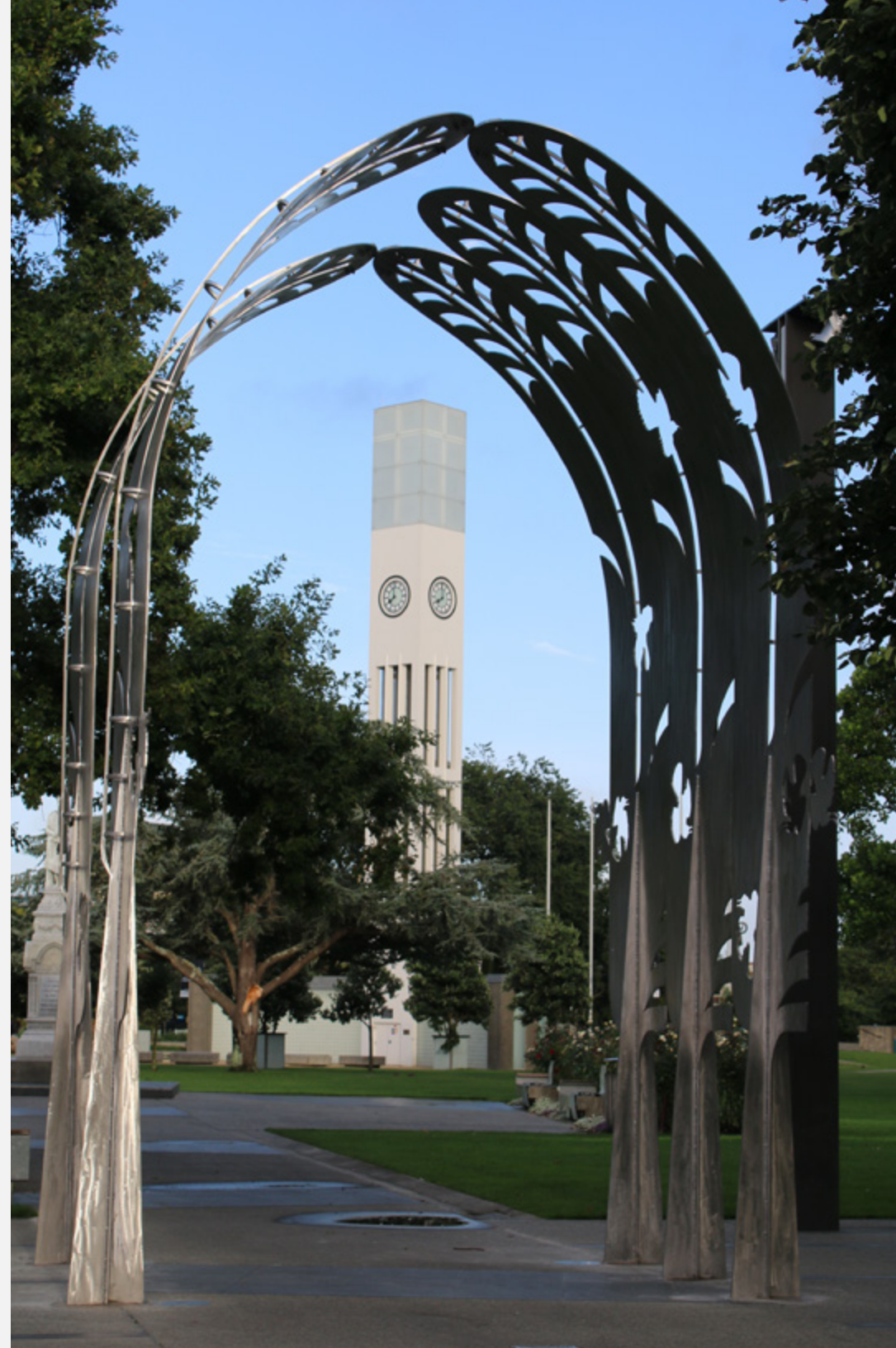
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Facts at a glance



COUNCIL

Palmerston North City Council,
New Zealand



ASSETS

161,000



CITIZENS

86,000



INDUSTRY

Local Government



WEB SITE

pncc.govt.nz



INFOR PRODUCTS

Infor® Public Sector
Infor Field Inspector

Executive overview

Situation analysis

- Faced significant challenges in managing the city's assets valued at more than NZ \$1.5B.
- Lacked a full listing of assets as well as an accurate view into each asset's maintenance history.
- Needed a robust asset management platform to optimise long-term performance of assets.
- Sought to take advantage of the Internet's architecture, web-based functionality, and mobility to improve productivity and quality of data collected.

Innovation strategy

- Selected Infor Public Sector to provide a solid foundation for managing all classes of assets and supporting a set of maintenance best practices.
- Chose Infor Field Inspector to provide mobile inspection functionality and capture water asset information in the field with greater accuracy and timeliness.
- Leveraged Geographic Information System (GIS) and Global Positioning System (GPS) technology to create a more accurate inventory of infrastructure assets.
- Improved work processes and provided compliance support for asset-related service level reporting and regulatory legislation.

Results

- Aligned asset management processes with PNCC goals by establishing a framework to drive long-term performance.
- Maximised asset value by ensuring asset reliability, availability, and increased visibility.
- Improved asset management decision-making with optimised processes and analysis tools.
- Created an integrated IT and data environment to support asset management operations including mobility.

High level impact

161,000

assets now tracked which has greatly improved the way PNCC plans, schedules, and executes maintenance programs

NZ \$1.5B

worth of assets maintained effectively, proactively, and reliably

27

years using Infor Public Sector

Creating the foundation for robust asset management



Palmerston North City Council (PNCC) serves a population of 86,000 in a region of more than 1 million people living approximately 400 kilometers south of Auckland, New Zealand. As the seventh largest city in the country, Palmerston North is youthful and dynamic. Its population is reflective of the city's wide range of educational facilities and the presence of two major New Zealand Defence force bases in the region.

In the past decade, Palmerston North has experienced strong economic growth with strengths in key sectors including health care and social assistance, public administration and safety, education and training, and logistics and retail.

The Council provides a wide range of services and facilities for people living in Palmerston North including water infrastructure, roading and parking, civil defence, libraries, parks, sport and recreation, and customer services.

With responsibility for some 161,000 assets valued at more than NZ \$1.5B, the city saw an increasingly urgent need to modernise its systems. In short, the city lacked sufficient information to make reliable plans for scheduled maintenance and future asset replacement. The most critical issues included the lack of a full and accurate listing of the city's assets, as well as the absence of a complete maintenance history or a current register of asset values. Also, responses to management requests about the condition and performance of the city's assets were often slow and incomplete. In addition, the city realised it had grown to a size and scale that would more than justify an upgrade to a state-of-the-art asset management solution.

Lindsay Gray, Asset Management Systems Officer for PNCC says, "We sought to meet expanding requirements and knew we could deliver better services more economically with the assets at hand if we had an advanced asset management solution in place.

We also wanted to ensure that our maintenance programs would keep our assets operating efficiently for many years into the future." As a result, the city decided to implement Infor Public Sector Asset Management Tools.

"Infor Public Sector delivers a robust and easy to use asset management platform," says Lindsay. "This in turn allows our planning engineers and asset managers to make sound and confident decisions regarding the operation, management, and future of our assets." More recently, the city rolled out Infor Field Inspector, a mobile inspection and work management application that integrates seamlessly with Infor Public Sector. It provides field workers with mobile access to relevant asset information and enables data to be captured and updated in real time, thereby eliminating the need for paper-based forms and documents.

Driving 21st century local government



After deploying Infor Public Sector, PNCC's performance improved notably. The city gained the ability to manage all asset classes in a single system, including three waters, rubbish and recycling, and to interact with these spatially.

Specifically, the city can:

- Store all asset information in one central data repository
- Track and report costs accurately against assets and activities
- Plan, schedule, and execute effective maintenance programs
- Create detailed asset inventories and specific asset inspections
- Record and track requests for services
- Capture water asset information in the field

PNCC's journey with Infor has included a number of upgrades, the most recent of which has provided web-based capabilities.

"The latest version of Infor Public Sector is adaptable and better able to fit with our other systems," says Gray. "It's a bit like moving from a Mini to a Rolls Royce. Its web-based technology means that you can run it without desktop software—all you need is a web browser, and you can use it from anywhere 24x7."

Since upgrading to the latest version, PNCC staff have found important benefits in many of the newer functions of the solution, including:

- Asset registers
- Work management
- Asset valuations
- Inspections and asset condition indexes
- Mobile computing
- Asset renewals planning

In 2016, the city expanded its Infor footprint by rolling out Infor Field Inspector to capture water asset information in the field.

The new mobile solution enables city staff to capture and record any changes to asset information—on their tablets—with respect to physical repair, replacement, new construction, or inspection.

Prior to this, information on any changes to asset information was captured manually on hand-written forms which needed to be entered manually at a later date. Other deficiencies with the process included the higher risk of data entry errors and difficulty in collecting data or tracking against KPIs.

Infor Field Inspector has been rolled out to manage scheduled and unscheduled maintenance such as leaks and blockage repairs. In addition, it is being used to more effectively manage the assets at the city's water treatment plant and the rubbish and recycling facility.



Value realized

Ease of use was the greatest benefit Gray noticed with the adoption of Infor Public Sector.

“The ability to fully configure the product to your specific requirements is a huge step forward—for example, being able to reduce the number of address fields from twelve to four,” says Gray. “And because it is built in current technology and has web services available, we have determined that it is technically viable to maintain our existing service request system (not Infor) but pass on requests to it via web services to enable Infor Public Sector work orders to be used.

“It was absolutely essential that there was good communication and cooperation with IT staff when we implemented the system. We were fortunate in having an excellent relationship with our IT team.”

During implementation, two PNCC system administrators received comprehensive Infor Public Sector training.

Later, all users attended a four-hour introduction to the system led by PNCC administrators and Infor. Staff members have found the solution easy to use.

“For example, a depot staff member was fully confident and able to move to Infor Public Sector immediately after a two-hour training session, finding it easy to use and very intuitive,” says Gray.

PNCC also took advantage of the Data Conversion Utility. “This enabled us to load historical data from legacy systems into Infor Public Sector,” Gray says.

RESULTS

Optimising asset management processes

Greater insight drives effective decision making

Over the years, Infor Public Sector has helped PNCC dramatically improve its asset management processes.

“We have greater visibility into our asset management processes and have established continual reliability and effective use of resources,” says Gray. “We have achieved closer alignment between our asset management efforts and city goals.

“Through upgrades of the system, we have leveraged new capabilities and added functionalities along the way to further simplify processes for asset management and maintenance operations including GIS and GPS. Overall, this has helped us to make more effective decisions about our assets.

“A few years ago, this led us to implement a decision modelling framework for sewer, storm, and water mains. Using Infor Public Sector, we were able to review basic decision models, predictive curves, workflows, and site-specific documentation. All combined, this gives us greater insight into the performance of our water assets—not just today, but in the future.”

Maintenance productivity improved

Today, Infor Field Inspector is helping PNCC capture the problem, cause, and resolution of all issues, particularly with water based maintenance tasks.

“We have improved the efficiency and timeliness of information capture, thereby freeing up staff to complete other tasks,” says Gray. “We have also increased the accuracy of information collected, thereby contributing to enhancements in the quality of asset data and overall asset management.

“We have been able to digitise paper-based processes for unscheduled and scheduled maintenance, which has greatly improved maintenance productivity.

“Overall, we are benefiting from:

- Speedier resolution of work order tasks
- Greater accuracy and traceability of work order tasks
- Staff having the opportunity to self-manage their work tasks in real-time for greater time and travel efficiency
- Accurate data for internal and external KPI reporting and compliance
- Having access to spatial data, which in turn enables staff to check unrelated or nearby assets.”

Detailed impact

Asset reliability

all scheduled maintenance is being completed on time with a considerable reduction in administration costs and time

4,000

work orders processed since Infor Field Inspector was introduced

360

hours saved per year by leveraging mobility to process work orders in real-time in the field

Asset renewal

planning decisions regarding asset renewal have improved based on having captured detailed information on the condition of assets

LOOKING AHEAD

Meeting future challenges

Since establishing its asset management platform on Infor, PNCC has continued to refine its approach to ensure assets are available, safe, reliable, and performing to design standards. The organisation is committed to meeting future challenges by maximising asset performance, while minimising cost and risk.

“As a platform with mobile capabilities, Infor allows us to provide responsive services to our customers,” says Gray. “We are now focused on getting the most value out of the system to manage maintenance and upkeep of our assets in the most productive and cost-effective way possible.

“We are always considering ways to add value to our asset management platform as we transition towards delivering 21st Century Local Government.”

“

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Asset Management Systems Officer,
Palmerston North City Council

Learn more

Find out how Infor Public Sector can help you simplify the overall business of managing government.



Infor Public Sector

The continuing momentum of technology is influencing customer and community interactions and their expectations, driving significant changes in the way Local Government needs to operate and deliver services. Your community demands round-the-clock access to more government services than ever before. They expect councils to respond as quickly and effectively as any private business. But the seriousness of public sector responsibility generates a wealth of constraints that private firms could never imagine. We understand the differences between public sector and private sector customer service demands. Our extensive knowledge of government and utility operations has been built directly into the Infor CloudSuite® Local Government solutions, bringing you tools expressly designed to serve your communities, customers, and citizens better and in real time, eliminating the need for paper-based forms and documents.

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Infor Asset Management

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Infor Birst

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Infor Rhythm™ for Civics

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Infor Intelligent Open Network (ION®)

Make your systems work together.

Infor Dynamic Enterprise Performance Management

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