



CASE STUDY

Service Stream keeps traffic moving with Siemens Confirm

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Peninsula Link opened in January 2013 to help ease traffic congestion on Melbourne's freeway network and to complete the missing sections of the Mornington Peninsula Freeway. Peninsula Link connects three major freeways and is the first road in Australia to be delivered toll-free as an Availability Public Private Partnership (PPP) through the Southern Way consortium.

Siemens Confirm asset management software was chosen by Service Stream to manage contractual requirements and to keep peninsula traffic moving.

CHALLENGE

To effectively manage a diverse mix of asset types, the solution needed to provide a central repository for asset related data holding a flexible asset register, condition and works data.

Under this style of Availability PPP contract, specific requirements had to be fulfilled such as reporting of lane availability, road condition and closures. A high level of audit robustness was also required as the data contained within the system would directly impact on the commercial performance.

Confirm's flexible asset register allows us to quickly update asset information and audit it on request. The ability to collect and organise data to produce accurate records has been a real point of differentiation.

— **Contract Manager**, Peninsula Link Motorway Service Stream



ServiceStream

Customer: Service Stream

Location: Melbourne, Australia

Vitals:

- A leading international property and infrastructure group
- Listed on the Australian Securities Exchange
- Employs over 18,000 employees worldwide
- Responsible for creating, operating and maintaining public and private infrastructure which services millions of people every day

Challenges: To effectively manage a diverse mix of asset types, the solution needed to provide a central repository for asset-related data holding a flexible asset register, condition and works data.

Results: Efficiently demonstrate how they are managing the road and responding to incidents through the use of Siemens Confirm's audit capability

SOLUTION

Confirm enables public and private sector organisations to deliver complex, critical public infrastructure services; maximising operational efficiencies while minimising administrative costs.

Confirm was chosen by Service Stream for the operations management, planned, proactive and reactive maintenance of the Peninsula Link. They use the system for both routine and corrective works to manage inspections and asset status. Confirm has allowed them to easily locate and identify any asset along the freeway. They can respond quickly to emergency maintenance issues such as accident repairs or inclement weather damage. Plus, general maintenance such as landscaping or electrical works can now be carried out on time. Improved management has allowed for more effective Freeway management, minimising congestion, operational issues and impact on the public.

The management of assets is done through the use of the flexible linear asset register. Service Stream are able to record details of a wide range of linear assets that comprise the freeway such as shared use pathways, road surfaces and the drainage system.

RESULTS

The solution allows them to efficiently demonstrate how they are managing the road and responding to incidents through the use of Confirm's audit capability. This is critical to their ability to report on how they are maintaining the asset base in regards to the contractual requirements under the Availability PPP.

The use of Confirm as an asset management solution has allowed:

- Contractual obligations under the Availability PPP to be met
- Minimised congestion and impact on the public
- Effective management of assets through the linear asset register
- Faster incident response
- Detailed, accurate reporting
- Network performance monitoring
- Asset life-cycle optimisation – mix of reporting, performance monitoring and modelling over the life of the Availability PPP contract

Learn more: assetmanagement.siemens.com

The contractual obligations outlined in the Availability PPP were complex. However, Confirm has allowed us to easily manage the assets and efficiently report on them.

— Contract Manager, Peninsula Link Motorway Service Stream



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