CASE STUDY

City of Victor Harbor meets long-term needs with Assetic

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CHALLENGE

In 2019 the City of Victor Harbor (CoVH) recognized the benefit of transitioning from a somewhat disconnected, paper-based customer request process to an enterprise asset management system capable of meeting its long-term requirements across the full scope of modern asset management and reporting.

The challenge for the small team was:

- To create and maintain asset management strategies that ensure assets don't fail those who rely on them most, and
- To ensure necessary work was performed proactively, efficiently and accurately the first time, creating savings by avoiding unnecessary labour and resources

In order to achieve this, CoVH decided to transition to a service-driven, latest-tech asset management approach.

CoVH & Siemens

A Siemens client since 2009, CoVH began the migration to a fully cloud-enabled solution in November 2018 continuing on an impressive trajectory since:

- Jan 2019: First training with Assetic
- June 2019: First capitalisation completed
- July 2019: Commenced active use of Assetic Maintenance (with a staggered approach to ensure issues are addressed efficiently)
    - July 2019: Construction
    - Sept 2020: Open space
    - Mid 2021: Buildings

Key to this success was the collaborative relationship between CoVH and Siemens. The project spanned a number of critical areas such as migration planning, IT systems integration, data cleansing, migration timing in light of capitalisation and audit, and effective train-the-trainer techniques.

city of Victor Harbor

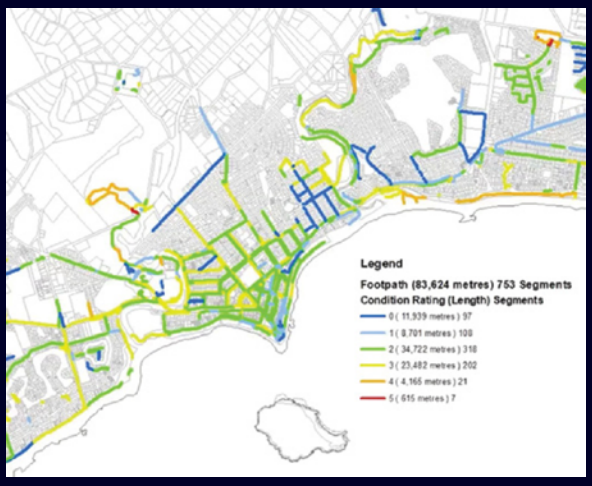
Customer: City of Victor Harbor

Location: Victor Harbor, Australia

Vitals:

- Rural small-medium Council: one hour south of Adelaide
- 14,665: Total population
- 386km^2: Total area
- AUD$352.3 million: Asset Portfolio Value (replacement cost)

Results: Significant wins in its transformation, reported and communicated across the organization



GIS integration enabling asset condition to be spatially displayed improves stakeholder communication across the board, powerfully explaining asset management needs irrespective of subject matter knowledge.

Featured Results

Operational Efficiency

Customer Requests processed

82% faster

Improvement from:

13 steps to **5 steps**

146 mins to **25 steps**

Saving 121 Minutes with every request made

If this system had been in place in 2019 for the approx. **12,000** requests processed by Council, up to **24,300** work hours would have been saved across this already resource and budget constrained organisation

In excess of 20,000 requests p/a are now projected, given construction and open space have been incorporated into the system

Work Health Safety compliance from the field; documents attached to the relevant job plan or work order:

Safe Work Statements and job Safety Analysis documents process the time	Safe Operating Procedures documentation process time	"Take 5" mandated on-site safety inspection process time
95 minutes to **20 minutes**	30 minutes to **5 minutes**	70 minutes to **35 minutes**
Saving 75 minutes	**Saving 25 minutes**	**Saving 35 minutes**

Strategic Effectiveness

Long-term planning comparing three community scenarios, including establishing of service levels

$352.3 million asset base is being consumed almost **$8 million** every year: Through predictive modeling and spend optimization, City of Victor Harbor has ensured that over the next 20 years this balance is maintained.

Prudent financial planning using optimization in Predictor has established CoVH's financial ratio at circa **98%** meaning:

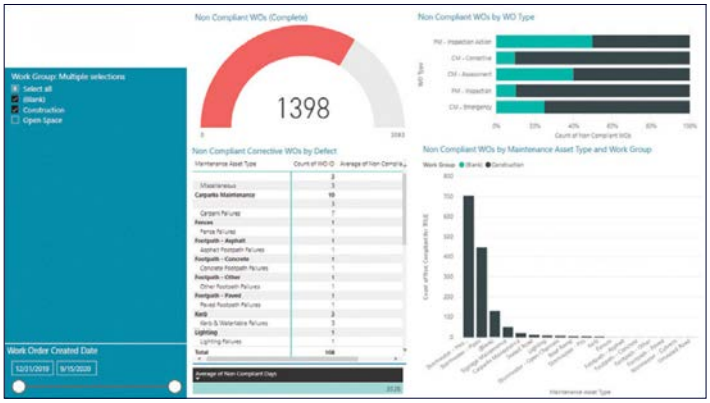
- Infrastructure backlog is not at risk of a future blow out
- Funding is allocated to the right assets at the right time
- Data and predictive models allow trade off and ensure data-driven decision making

More Results

Council transitioned to a cloud-based system, improving processes, engaging key stakeholders both internal and external, enabling field crews, identifying and managing risks, flipping to a service-driven approach, and ultimately modernizing asset management overall. As a result, CoVH spends its money strategically across its 33 asset classes, rather than in a reactive or ad hoc manner when issues arise.

Puts the city in control:

- Renewal ratio for strategic asset management 98%: long-term financial plan is sustainable and asset backlog risk is mitigated
- Maintenance reporting to identify critical failures
- Mapping and identification of rogue assets
- Statutory reporting: all liable assets (e.g. drowning risk areas)
- Fully compliant AASB outputs
- Prospective and retrospective financial reporting
- Automated Depreciation Journals



Tailored dashboards enable **powerful, transparent communication with all stakeholders** to justify budgets, resources and activity in real-time

Powerful system integration enables:

- Accurate mapping of assets with API connection of ESRI GIS and Assetic Maintenance, improving engagement with all stakeholders – customers, field staff, executive and elected members
- Boosted efficiency and engagement of depot teams, with connection of CRM and Assetic Maintenance – crews see customer requests in the field instantly and can address and prioritize in real time
- Instant WHS reporting from field to office, with documents updated through Council intranet and attached to specific job plans, reducing carbon footprint and eliminating paper in depot vehicles
- Greater confidence in data integrity and efficient identification of any discrepancies thanks to a CoVH-created automated cross-check between the asset register and live GIS layers

"City of Victor Harbor initially embarked on a journey for the installation of a modernized maintenance solution to enable a paperless, instant, in-field process – to efficiently respond to Customer Requests, and collect and document all information in the construction and maintenance of our assets. **Not only has this goal been achieved but now we can apply true insights from this maintenance activity, mapping hotspots, preplanning preventative maintenance, efficiently completing WHS compliance documents in the field, and provide transparent reporting to Auditors and Council."**

Jodie Sandercock,
Asset Officer

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