GLADSTONE AREA WATER BOARD

CASE STUDY

Since adopting TechnologyOne's integrated enterprise software solution, Gladstone Area Water Board (GAWB) has gone on to become the first water service provider in Australia to gain ISO 55001 certification.

The challenge

GAWB is a state government-owned, bulk water service provider, supplying bulk raw and potable water to industry, domestic and commercial customers in the Gladstone region.

Previously GAWB was running multiple software programs in order to gain a big picture view of its asset performance. This meant staff had to piece together information from different departments using different systems which was time-consuming and inefficient.

"We had issues with our existing software programs and needed to replace these with a new enterprise resource planning solution, including an asset management system, to avoid running several programs and manual systems together," said GAWB Chief Operating Officer John Tumbers.

"Ultimately, there was a desire for one source of truth to better manage our assets and drive operational efficiency."

The solution

GAWB selected TechnologyOne's enterprise software as a service solution, implementing Financials, Supply Chain Management, Payroll, and Asset Management. This holistic approach means GAWB can now manage all aspects of the asset lifecycle in a secure and scalable environment via a single integrated enterprise solution.

The Outcome

Since implementing TechnologyOne's enterprise software, GAWB has significantly improved its asset lifecycle process, becoming the first water authority in Australia to gain ISO 55001 certification - an international standard of managing physical assets.

"We have achieved ISO 55001 certification for our asset management system, which essentially means we are making prudent and efficient decisions about our assets that best serve our

---------- Highlights ----------

STREAMLINED BUSINESS

PROCESSES

IMPROVED OPERATIONAL EFFICIENCY

ACHIEVED

ISO 55001

CERTIFICATION

REPLACED MULTIPLE SYSTEMS WITH

ONE

ENTERPRISE SOLUTION

GAINED A COMPREHENSIVE VIEW OF ASSET PERFORMANCE

"By introducing an ALM solution we have improved the timeliness and accuracy of our asset data."

John Tumbers
Gladstone Area Water Board Chief Operating Officer

technologyone
Transforming business, making life simple

end customers, which is vital to us as a price regulated business," Mr Tumbers said.

GAWB is maximising its assets through planned scheduling, rather than reactive maintenance, to make better business decisions with true cost visibility.

"With TechnologyOne Asset Management, all of our inputs, such as equipment inspections, can produce a condition report which records the impact it may have on equipment life," Mr Tumbers said.

"It helps us to demonstrate that the decisions we make about our assets and the money we spend on them is prudent and efficient."

Gladstone Area Water Board's perspective

GAWB was seeking a reliable enterprise software solution to manage its assets and end-to-end business processes in one system.

"We had a strong desire to not only have computerised maintenance management software that could record equipment condition and allow us to input our lifecycle maintenance plans, but also linked to a financial output so there was one source of truth," Mr Tumbers said.

"We use the software for everything from maintenance planning, scoping and scheduling, through to supply chain management and reporting."

Mr Tumbers added that since implementation, GAWB is not only improving the quality of its asset information, but better assisting its already mobile workforce.

"The software has made life easier for our field technicians who can now utilise mobile devices to record equipment condition and do their work on the spot, rather than having to go back to the office and enter information manually," he said.

Spotlight on Asset Lifecycle Management

TechnologyOne Asset Management has enabled GAWB to gain better visibility into asset usage, improve asset governance and manage asset lifecycles.

"Previously we were running multiple software systems, independent to asset management, and were trying to have these complement each other," Mr Tumbers said.

"By introducing an asset lifecycle management solution we have improved the timeliness and accuracy of our asset data while streamlining our asset management, compliance and reporting processes.

"All of our maintenance strategies, tactics and lifecycle plans are now connected and we are able to produce forecasts in the software.

"We trust that this sole source of truth and our ISO certification will make our next

price investigation with the regulator a much more streamlined process."

Spotlight on achieving ISO 55001 certification

ISO 55001 is an international standard for managing physical assets that promotes an integrated approach to asset management. The approach focuses on integrating financial, logistical, operational and human resource business functions to optimise performance and minimise the cost of ownership throughout the lifecycle of the asset.

GAWB was seeking to gain ISO 55001 certification, utilising TechnologyOne's enterprise software solution to help achieve this.

"TechnologyOne's Asset Lifecycle Management solution has transformed the way in which we manage our assets," Mr Tumbers said.

"We now have a comprehensive view of the costs and resources involved in keeping our assets running, so we can measure how they are performing, predict when they should be replaced and understand how much they'll cost to maintain.

"Adopting this integrated approach has enabled us to align with best practice standards and gain ISO 55001 certification, meaning we are operating more efficiently and making well-informed, strategic decisions about our assets."

About Gladstone Area Water Board

GAWB is a state government-owned, bulk water service provider, supplying bulk raw and potable water to industry, domestic and commercial customers in the Gladstone region.