



“Hansen 8 delivers a robust and easy to use Asset Management System.”

—LINDSAY GRAY, ASSET MANAGEMENT SYSTEMS OFFICER, PALMERSTON NORTH CITY COUNCIL

ABOUT THE COUNCIL.

Palmerston North City Council (PNCC) serves a population of 80,000 in a region of over 1 million people living approximately 400 kilometers south of Auckland, New Zealand. The home to a leading university as well as several regional learning centers, the city's youthful demographic makes it a magnet for a vital cultural life, as well as the home to innovative businesses in a range of fields including bio-technology, smart business, defense, and distribution. The city also serves as the commercial and social hub for a large rural population.

PALMERSTON NORTH CITY COUNCIL

SETTING THE STRATEGY.

City managers saw an increasingly urgent need to modernize their asset management system. The city simply 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, managers realized that the city had grown to a size and scale that would more than justify upgrading to a state-of-the-art asset management solution. They not only needed to meet expanding requirements, but with responsibility for some 125,000 assets valued at more than \$790 million NZD, city

managers knew that they could deliver better services more economically with the assets at hand if they had the most advanced asset management system (AMS) available. They also wanted to ensure that their maintenance programs would keep their assets operating well for many years into the future.

GETTING BUSINESS SPECIFIC.

Lindsay Gray, Asset Management Systems Officer, PNCC, says that the city upgraded to Hansen 8 (which has since been renamed Infor™ Hansen Asset Management) to keep its asset management system as up-to-date and easy to use as possible. “Infor Hansen Asset Management delivers a robust and easy to use AMS,” Gray says. “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.”

By upgrading to Infor Hansen Asset Management, PNCC's performance improved notably. City managers found important benefits in many of the newer features of the solution, including:

- ▶ Asset register
- ▶ Work orders
- ▶ Asset valuations
- ▶ The ability to customize the solution

PNCC had already been using Hansen 7 successfully for 10 years and could see the advantage of retaining its functions, while upgrading to a modern technical architecture that could last another 10 years. By making a small investment in an upgrade to Infor Hansen Asset Management it saw that it could reap the benefits of an advanced infrastructure asset management system. Hansen Asset Management can manage all asset classes without compromise, including water, parks and recreational, property and building, roads, fleet and IT assets. Gray's goals were to upgrade to a web-based asset management system, to be able to manage water, parks, and property assets in a single system, and to be able to interact with the assets spatially.

"Hansen is adaptable and better able to fit with our other PNCC systems. It's a bit like moving from a Mini to a Rolls Royce," says Gray. Its web-based technology means that you can run



Customer facts

- ▶ *Customer*—Palmerston North City Council
- ▶ *Solution*—Infor Public Sector
- ▶ *Product*—Infor Hansen Asset Management
- ▶ *Revenue*—Approx. \$98 million NZ
- ▶ *Country*—New Zealand

it without desktop software—all you need is a web browser, and you can use it from anywhere 24x7.

SEEING RESULTS.

Ease of use was the greatest benefit Gray noticed in the upgrade to Infor Hansen Asset Management. "The ability to fully customize 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 Hansen) but pass on requests to Hansen via web services to enable Infor Hansen Asset Management work orders to be used."

The six week planned migration process was straightforward, with few hiccups. "It was absolutely essential that there was good communication and cooperation with IT staff. We were fortunate in having an excellent relationship with our IT team," says Gray.

During implementation two PNCC system administrators received comprehensive Hansen Asset Management training. Later, all users attended a four hour introduction to Infor Hansen Asset Management led by PNCC administrators and Infor.

Staff members have found the solution easy to use and intuitive: "For example, a depot staff member who inputs maintenance sheets for work orders was fully confident and able to move to Hansen Asset Management immediately after



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a two hour training session, finding it easy to use and very intuitive," says Gray.

PNCC has just installed the 8.2.2 release of Infor Hansen Asset Management to take advantage of updates and has also installed the Data Conversion Utility. "This will enable us to load legacy data into Hansen Asset Management," Gray says. "We are considering the purchase of a web services solution to enable Hansen Asset Management to link to our customer services software. And we are also considering the benefit of purchasing the Advanced Asset Management Module."

THERE IS A BETTER WAY.

At Infor, we work with a core belief. We believe in the customer. We believe that the customer is seeking a better, more collaborative relationship with its business software provider. And a new breed of business software: created for evolution, not revolution. Software that's simple to buy, easy to deploy, and convenient to manage. Our 70,000 customers in more than 100 countries stand with us. We look forward to your sharing in the results of our belief. There is a better way. For additional information, visit www.infor.com.



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