

CUSTOMER INNOVATION STUDY

UPPER HUTT CITY COUNCIL, NEW ZEALAND

Achieves advanced asset management

“ Infor Public Sector underpins the city’s lifecycle asset management activities—from creating to operating, maintaining, replacing, rehabilitating, and disposing of assets.”

Graeme Chamberlain

Spatial Asset and Asset Management Specialist
Upper Hutt City Council



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Facts at a glance



COUNCIL

Upper Hutt City Council, New Zealand



ASSETS

NZ\$700M



EMPLOYEES

150



INDUSTRY

Local government



WEB SITE

upperhuttcity.com



INFOR PRODUCTS

Infor® Public Sector

Executive overview

Situation analysis

- Needed a solution to create an accurate listing of assets and maintenance information
- Wanted to gain operational visibility of assets to improve maintenance and service delivery
- Sought to achieve a single version of asset truth and new levels of operational efficiency
- Needed to improve decision-making about which assets to maintain, upgrade, or replace

Innovation strategy

- Selected Infor Public Sector—relied on by more than 250 government agencies—to achieve advanced asset management capabilities and improve asset efficiency, conduct condition analysis, and perform advanced asset analysis
- Dedicated time and resources to achieving data integrity as part of a strategy for continuous improvement
- Created an automated, repeatable, and accurate method to model its water assets over 30 years, which has enabled the creation of decision models for rehabilitation, replacement, and maintenance

Results

- Created a single source of asset data, deployed predictive modelling, and risk management practices
- Optimised decision-making to establish asset lifecycle treatment options that best suits its budgets
- Met compliance faster, mitigated risk, and provided the transparency the city needs to instill confidence in its decision-making
- Integrated its IT and data environment to support outsourced asset maintenance operations in the field
- Achieved full traceability of its assets—across the various stages of assets' lives
- Mapped out the entire asset lifecycle—from fault to repair

High level impact

88,242

assets tracked, inspected and managed with Infor Public Sector

NZ 700M

worth of assets maintained effectively, proactively and reliably

\$35–\$40M

annual budget

21

years realising value from Infor Public Sector solutions

SITUATION ANALYSIS

Establishing a platform for asset management



Encompassing an area of 540 km², Upper Hutt is home to 42,000 residents. Upper Hutt features expansive rural areas, a bustling urban landscape, and the trail of the Hutt River and State Highway 2.

Delivering a broad range of services, the council has a strong vision for the city—‘Life. Leisure. Live it!’—underpinned by five strategic priority areas: environment, community, city centre, economy, and infrastructure.

The city is responsible for managing infrastructure valued at NZ\$700M including water and wastewater facilities, parks, reserves and picnic areas.

When the city experienced a sewer main collapse in 1996, it realised it lacked vital asset information.

“This was the catalyst for kicking off our asset management project and the CCTV inspection of our sewer and stormwater assets,” explains Graeme Chamberlain, Spatial and Asset Management Specialist. “As a result, we went to market for a best-of-breed asset management solution and selected Infor Public Sector Asset Management.

“21 years down the track, IPS is a core system used in the city’s day-to-day operations. It is essential to how we deliver services and manage our budgets,” says Chamberlain. “Having functionality designed specifically for local government business processes makes our lives easier—it improves the efficiency, flexibility and accuracy of our operations.”



Standardising on Infor Public Sector gave us a platform to manage our assets more effectively, boost data accuracy, improve decision-making, and comply with regulations more easily.”

Graeme Chamberlain
Spatial Asset and Asset Management Specialist, Upper Hutt City Council

Data integrity improves accuracy of decision-making



“Our early focus on data integrity has served us well. For example, at the touch of a button, we know how many leaks we have, how many service requests are in the system, and we can analyse these by checking the maps,” explains Graeme. “This advanced asset management approach really facilitates better decision-making.”

With IPS, the city can:

- Store asset information in one central data repository
- Track and report costs accurately
- Plan, schedule, and execute effective maintenance programs
- Create detailed asset inventories and specific asset inspections
- Record and track service requests
- Capture asset information in the field
- Create models to predict outcomes and visualise strategies and service level scenarios to manage and maintain assets, while reducing capital spending

“We have legislative drivers to value our assets,” says Graeme. “Traditionally, we did this every three years because it was such a laborious and resource-intensive process that took four people three weeks to complete. With IPS, we can now do this on a yearly basis because it only takes two people three days to do.”

“Having an accurate value of our assets is key to running our 30-year renewal modelling. By understanding the potential for replacing or rehabilitating our assets, we can make accurate decisions and understand the impacts on service levels and capital spending. More importantly, the process is repeatable, so we can rely on the information year-on-year.”

RESULTS

Achieving advanced asset management

Value realised

Repeatable processes, asset information accuracy, integration with systems, and increased efficiency and service levels are amongst the benefits the city has realised to date.

Streamlining compliance

“New Zealand authorities have rigorous regulations to comply with,” says Graeme. “IPS is a true end-to-end solution that allows us to report directly from our operational data. In turn, this delivers greater efficiency, allows us to meet compliance faster, mitigates risk, and provides the transparency we need to instill confidence in our decision-making process.”

Quick, easy, and accurate

For any council, the ability to value assets quickly, easily, and accurately is key to managing depreciation and monitoring performance.

“Having the ability to undertake valuations of our assets on a yearly basis, instead of three-yearly, is extremely valuable. It ensures our balance sheet is accurate, which means we can make decisions about investments knowing that we are using the most up-to-date data. More importantly, we are well informed about our financial standing and are meeting good governance standards.”

Maintenance efficiency

“The interoperability of IPS is key to our success with maintaining water assets,” says Graeme. “From fault to repair, we have the entire asset lifecycle mapped out.”

Detailed impact

600

man hours per year saved on carrying out asset valuations

21

years of asset data history has remained consistent

Yearly

valuations of assets benefits depreciation and delivers good governance

\$35–\$40M

budget managed efficiently

LOOKING AHEAD

Meeting future challenges

As an accomplished user of Infor Public Sector, the city is well versed in applying the full functionality of the solution to benefit its processes. The future rests with mobility and analytics.

“We have a mobility project in place now with our parks team that will go live by the end of 2017,” says Graeme. “We are in the process of procuring Infor Field Inspector and mobile devices for our people, which will enable them to assess work information from the field. We will also give them the option of using our GIS web server with editable layers to get the most out of accessing data from remote locations.

“Next up we’re looking at analytics. We want to be able to dig down into our data and obtain insights, correlations and predictive actions so that we can further optimise our operations. It will give us the agility and speed we need to improve processes such as response times in service requests. We will also continue to look at ways to integrate our various systems with Infor Public Sector to connect users and data in an agile manner.

“The solution has enabled us to transform our asset management into an advanced state. It helps us deliver high-quality services, while effectively managing our budget.”

“

After more than two decades with Infor Public Sector by our side, we have created a single source of asset data, and deployed predictive modelling and risk management practices. Plus, we have optimised our decision-making to establish asset lifecycle treatment options that best suit our budgets.”

Graeme Chamberlain

Spatial Asset and Asset Management Specialist
Upper Hutt City Council

Learn more

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

[Infor Public Sector >](#)



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. 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 in real-time, thereby eliminating the need for paper based forms and documents.

Purpose-built solutions

Infor has the answers for councils. We can help you harness innovation and a strong digital transformation strategy. Infor CloudSuite Local Government solutions interoperate with your core government, third party, and other contractor systems to improve efficiency, eliminate information silos, and improve coordination. Our solutions are built from the ground up to help you simplify the business of managing government, addressing citizen concerns, improving planning and reporting, and maximising revenue and capital investments. Today, more than 4,100 global Public Sector customers in 120 countries and 130+ ANZ local government customers rely on Infor to meet the specific requirements of the public sector.

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A modern, web-enabled solution that has met the requirements of local authorities in Australia and New Zealand for over 20 years.

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