



infor

Veolia charts a journey to operational excellence with Infor EAM

Veolia Australia and New Zealand (Veolia) is a leading provider of environmental solutions across water and wastewater services, industrial cleaning, waste management, and resource recovery and energy services. The company employs more than 4,000 people across 150 locations in ANZ, working with heavy industry, retail, and commercial businesses, governments, and communities. In the water sector, Veolia specialises in the outsourced management of water and wastewater services. It works with local authorities and commercial clients to design, build, own, operate, and maintain their unique assets such as the Gold Coast Desalination Plant.

“For our customers, we manage lots and lots of infrastructure. We take the responsibility of the assets and repairing and replacing them. We have over \$10B of assets that we look after in Australia and New Zealand. We have an asset management system based on the Infor EAM platform, which is a really critical piece of our toolset that we use to manage those assets.”

Richard Mueller
Executive General Manager Technical & Innovation
Veolia Australia & New Zealand



HEADQUARTERS
Sydney

OPERATING REVENUE
AU \$1.45B

INDUSTRY
Utilities

EMPLOYEES
4,000

INFOR PRODUCT
Infor® Enterprise Asset Management

ASSETS
Manages 68 water and wastewater treatment plants

WEB SITE
www.veolia.com/anz

Enhancing decision making and achieving efficiencies

Enable quality data

Infor EAM has enabled Veolia to dramatically improve data capture and in turn data quality. With this knowledge, the company has access to valuable information about the assets it manages and maintains. For example, with the Gold Coast Desalination Plant, Veolia knows—at the touch of a button—if it is undertaking the right amount of maintenance or if operational changes are required. For activities that are repetitive, Infor EAM lets Veolia streamline those activities and determine the appropriate level of preventive maintenance needed to reduce any types of breakdowns that might have been highlighted.

“We’ve been very happy with how the mobility solution has allowed us to manage work with distributed crews, and I think the flexibility of the product has been a real benefit for us. That flexibility has given us the ability to deliver requirements at short notice and improve our overall processes.”

Zach Phillipps

Head of Asset Management, Veolia Australia & New Zealand

Business results and efficiencies



Optimised assets across multiple plants with one standardised system



Improved decision making with more and better data



Integrated seamlessly with SAP Financials



Increased transparency and streamlined contractual and regulatory compliance

Gain a mobile edge

Mobility has played a key role in Veolia’s ability to enhance the quality of its data, particularly on site. The company’s technicians who work remotely have mobile access to the asset management system anyplace, anytime. They get the functionality they need to access, capture, and manage information from the job site. As a result, they have improved data accuracy, delivered better service, and managed assets more efficiently as technicians can record information as they work and make decisions on the fly.

Reduce costs and mitigate risks

Achieve seamless integration

Apart from automating asset management processes, one of the most important capabilities of Infor EAM at Veolia is third-party integration with its customers' systems. Today, the company has the ability to obtain data from its customers and transfer it back again. It can also add value by analysing the data and providing timely reports. When Veolia began managing the assets of 25 water treatment plants recently, it was able to transfer the data from its customers' systems into Infor EAM and begin work within a short timeframe of just two months – a record for the company.

“For us, when we started implementing Infor EAM, we wanted to make sure that the tool would not only work for the people in the field, but that it would also be useful for decision makers and managers—to plan and understand where the issues are. What we found over the years is that the Infor EAM product has continued to improve and we’re really happy about that. And, it’s continued to adapt to meet our needs.”

Zach Phillipps

Head of Asset Management, Veolia Australia & New Zealand

In addition, when Veolia introduced its new SAP Financials system, integration with Infor EAM was seamless. Today, the company has 13 interfaces between the two systems, which is essentially allowing two best-of-breed systems to operate as one. Veolia users can perform procurement tasks directly from Infor EAM without having to access SAP.

Meet contractual obligations and regulatory compliance

By standardising its asset management approach on Infor EAM, Veolia can now provide robust outcomes for its clients including improved asset reliability at a lower cost. What's more, the transparency provided by the system and assured data quality and integrity enable the company to achieve contractual obligations and regulatory compliance much easier than before. Additionally, risk is reduced by eliminating downtime, ensuring reliability, and maximising safety—all functions that are managed with Infor EAM.

[Learn more >](#)



Infor builds business software for specific industries in the cloud. With 15,000 employees and over 90,000 customers in more than 170 countries, Infor software is designed for progress. To learn more, please visit www.infor.com.

Follow us : [!\[\]\(0d5ec72f61334709c3fc9450209b754f_img.jpg\)](#) [!\[\]\(944d59db1282ea95b82255c3404a2195_img.jpg\)](#) [!\[\]\(f81abf985c764528084c28d544d04dc4_img.jpg\)](#)