Redland City Council gets maximum benefit with Maximo® v6

Overview

■ **The Challenge**

Redland City Council continued to use its Maximo tool over many years, primarily as a finance register to track the value and depreciation of assets. However over the course of more than a decade, the Council's requirements became more sophisticated. The Council identified areas of its operations in which it could improve efficiency, one of which involved implementing more effective asset management. Redland City Council recognised it could improve its operations by using an asset register alongside an asset management tool. However Redland's current version of Maximo lacked these capabilities and a new solution was needed.

■ **Solution**

The clear solution was to upgrade to the latest version of Maximo v6. The system was already familiar and had proven reliable over its long employment. Maximo v6 was already in use at Redland Water and Waste and was proving highly successful in meeting their needs.
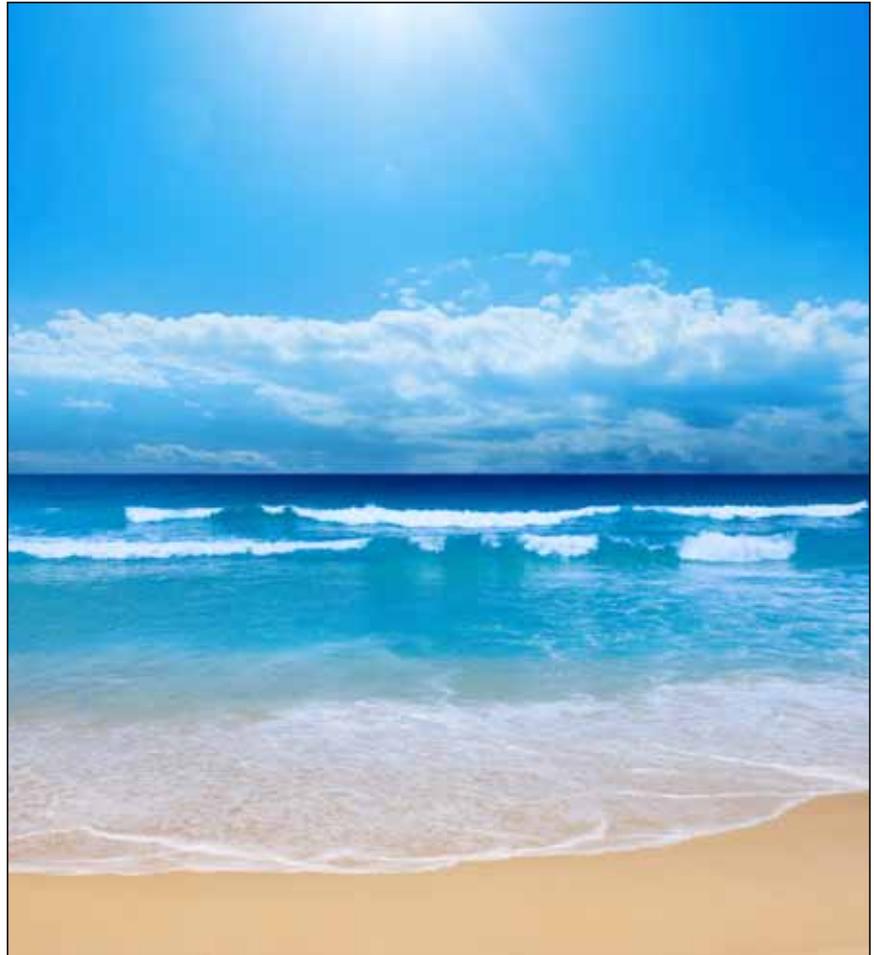
■ **Benefits**

The update to Maximo v6 allowed Redland City Council to not only continue tracking the value and deprecation of assets, it also allowed the management of assets throughout the lifecycle. Critically this would allow Redland City Council to identify when preventative maintenance work should be performed, in order to maximise asset lifespan and value, saving time and costs.

Overview

Redland City Council manages a large number of public assets over a land area of 537 square kilometers. In 1994, the state government imposed a requirement for asset registers. Redland City Council met this requirement with the employment of an early version of IBM Maximo asset management software, which would unify comprehensive asset life cycles on a single platform.

The Breadth and Depth of Redland City Council's Assets

Redland City Council is located in South-East Queensland and manages a land area of 537 square kilometers. It is surrounded by Brisbane, Logan and the Gold Coast.

Among a host of roles, Redland City Council is responsible for the management of public assets in the area, including water and waste water, such as piping, reservoirs, treatment and piping infrastructure, storm water and marine infrastructure (although water and waste water has recently been bought into by the state government, removing some of Redland City Council's management responsibilities), streets and street furniture, parks and gardens, waste services, vehicle fleets, facilities such as buildings and equipment, and IT assets.

"Considering the breadth and depth of the Council's assets, it was obvious that we needed a much more efficient asset management system. After consulting IT solutions firm Clarita Solutions and reviewing our existing system, it was clear that there were areas for improvement. From the solutions that we considered, IBM's Maximo product stood out as the tool that would help us achieve those improvements," Peter Benfer, Information System Services Manager at Redland City Council.

Moving up to Maximo v6

Redland City Council had been using an early version of Maximo as an asset register tool to track the value and depreciation of assets over a number of years. As the organisation became more sophisticated it recognised that an asset management tool would enable the Council to become more efficient by allowing for future asset planning and lifecycle management.

During the evaluation phase, a number of factors led to the Council's decision to continue its use of Maximo and to upgrade to version 6 to allow for ongoing asset management. In addition to advice received from Clarita Solutions., Redland Water Waste, a separate entity, was already using Maximo v6 as its asset management tool to manage and maintain equipment at water treatment plants. Recognising the value the solution provided, Redland Water Waste was a strong advocate for Maximo, "Redland Water Waste played a strong role in recommending and moving Redland City Council's entire asset management solution down the Maximo path" said Benfer. "On top of this recommendation, for us Maximo was already familiar, and it had proved a reliable solution for many years."

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Following the decision to upgrade, Redland City Council employed the expertise of Clarita Solutions to manage the technical process. The upgrade was completed over three months, in line with Redland City Council's timeframe and budget. Clarita Solutions managed the scoping of the upgrade, the implementation, staff upskilling and support, and the deployment of Maximo v6, keeping the process a simple solution for Redland City Council.

David Lestani, Asset Management Specialist and Director of Professional Services at Clarita Solutions said, "In comparison to the earlier version of Maximo, Maximo v6 would allow Redland City Council to respond more effectively and efficiently to asset management requirements, and the additional functionality of the software would allow the council to take proactive control of the maintenance of its assets and prevent problems before they occurred."

Maximising assets with Maximo

Since employing Maximo v6 as its asset management tool, Redland City Council has gained far greater control over maintenance work and its associated costs. The system has provided the ability to perform and monitor preventative maintenance work, resulting in a reduction of the overall costs associated with reactive maintenance. "The additional control over maintenance work has resulted in significant savings of both time and cost, because we can now schedule preventative maintenance, before something stops working, " Benfer said. "Approximately 100 employees across eight business areas at Redland City Council now use Maximo v6 in some capacity. Not only is it used in the office as a corporate tool to manage assets, it is also used by maintenance workers on-site."

Maximo v6 has facilitated the implementation of a process driven asset management programme. Work orders are added to the system from the main office, and maintenance tasks which need to happen on the ground can be viewed on-site. Maintenance workers are also able to log maintenance work which has been completed, so that all work orders are both captured and closed.

"While we had some challenges with the initial re-skilling, so that maintenance workers could enter their own updates while on the road, the benefits have far outweighed the investment" Benfer said. "Maximo v6 has greatly improved on the often unreliable reporting system which was previously in place, and has also provided a mobile solution for people who work in the field."

The progression to Maximo v6 now allows Redland City Council to continue tracking the value and deprecation of assets, but at the same time it can proactively manage its assets throughout the lifecycle. The ability to identify preventative maintenance work has maximised asset lifespan and total cost of ownership, saving the Council both time and money.

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For more information

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