

Launceston City Council Manages Diverse Assets Using MRO Software’s Strategic Asset Management Solution

Launceston is the second largest population center in Tasmania, the Australian island state which is separated from the mainland by the 250-kilometer Bass Strait. Tasmania is noted for its unspoiled and varied scenic beauty, and is a very popular tourist destination.

Maintaining the beauty of the area while meeting the needs of the inhabitants is a task that the Launceston City Council does not take lightly. In fact, the organization operates specifically to achieve its mission “Launceston City Council, a leader in community and government.” The Launceston City Council employs 500 people and manages annual expenditures in excess of A\$66.5 million.

To help deliver on its mission, the Launceston City Council recognized that its entire information management system structure needed to be replaced. In addition to replacing the human resources, payroll, and financial management and accounting systems, the Council recognized that they also needed a Strategic Asset Management solution to help maintain their vast array of assets.

“We needed a Strategic Asset Management solution that would extend the life span of our diverse asset base, capture costs, streamline purchasing, improve community service and easily integrate to our other Corporate Systems,” commented Cranston Gilbert, Systems Accountant, Assets Accounting, for the Launceston City Council. “MAXIMO® was the superior product that easily met our needs, and MRO Software has proven through years of focus and commitment to this market that it would continually maintain and enhance its solution.”

MAXIMO helps the Council maintain assets ranging from facility and fleet to IT assets. The individual



assets include: buildings, parks and recreational facilities such as swimming pools and children’s playgrounds; a cemetery and crematorium; recycling and refuse disposal plants; water, sewage and flood prevention infrastructures; roads, trees, car parks and parking meters; lights and bridges; Launceston’s animal stock sales market; and a performing arts center. MAXIMO allows the Council to access what it costs to maintain these assets. The Council now has the ability to maintain the level of detail it wants to capture on an asset-by-asset basis.

Goals:	Results:
Improve overall Asset Maintenance Productivity using one system	➔ MAXIMO easily manages the Council’s assets including facility, fleet and IT
Integrate asset management system to leading financial management suite	➔ The Council worked with MRO Software’s partner, PricewaterhouseCoopers and integrated MAXIMO to Oracle and Empower’s human resources management and payroll system
Increase community satisfaction	➔ Priority codes in MAXIMO help employees quickly resolve any issues that may cause safety hazards – quicker response times equals higher community satisfaction
Tie maintenance costs directly to individual assets	➔ MAXIMO helps the Council track the maintenance cost per asset, which allows better replace or repair decision making

Launceston City Council Customer Profile

"Using MAXIMO, we maintain more than 150,000 assets that are worth over A\$1.0 billion," continued Gilbert. "MAXIMO enables us to track the maintenance cost for each asset. The ability to track this type of data allows us to evaluate if the asset is costing more to maintain than to replace. MAXIMO gives us the data we need to do everything we can to minimize costs."

Work on these assets is scheduled through MAXIMO, including preventive and emergency maintenance. In fact, the Launceston City Council sets priority codes that alert the employees if there is an emergency. Emergency work orders receive the highest priority code and employees work to immediately resolve the issue.

For example, both work requests created by Council operatives in the field, and calls from the public about issues from burst water pipes to faulty parking meters are given appropriate MAXIMO priority codes. MAXIMO is also integrated with the mapping system that provides information about the exact job location. This information greatly aids productivity as the field personnel now quickly locate the work site. This functionality in MAXIMO helps the Council increase community satisfaction as any issues that may cause a safety hazard are quickly addressed.

Launceston City Council also uses MAXIMO for purchasing. The maintenance team generates electronic purchase orders through MAXIMO. When a work order is generated that requires materials, staff have the ability to check the available inventory and if the part is not in stock then a purchase order is generated. Based on the Council's business rules, the purchase order is sent through the electronic approval process and then sent to the vendor.

"MAXIMO has the potential to significantly streamline our purchasing process," commented Gilbert. "MAXIMO not only allows us to check the inventory we have on hand, preventing us from buying parts that we already have, but it also saves us time as it reduces the paper-based process we used before we implemented the solution."

Launceston City Council also teamed with one of MRO Software's partners, PricewaterhouseCoopers, to integrate MAXIMO to the Oracle financial management suite, Empower's human resources management system and other systems including mapping. JWP also provided implementation assistance.

As with any local government authority, or any other type of organization with assets geographically dispersed, Launceston City Council recognizes the benefits of equipping its field operatives with handheld computers. Future plans call for implementing the mobile technology. In fact, an increasing number of Launceston City Council employees already take downloaded MAXIMO data into the field and then upload the progress on the work orders, including parts usage and other data, back to the system. This functionality allows the team to improve data entry accuracy and save time through eliminating duplicate entries.

"Before we selected MAXIMO, we knew there was far more we could be doing in terms of tracking and managing the true cost of asset maintenance," concluded Gilbert. "MAXIMO certainly exceeded our expectations."



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