

# CIVICA

Transforming the way you work

## Enterprise Asset Management



Enabling success in  
asset management

# Civica Enterprise Asset Management

Within the context of contemporary asset management practices, the lack of a fully integrated system for asset management is not a sustainable strategy.

## Benefits

- ▶ Comprehensive facilities for management of all assets consistently and sustainably
- ▶ Integration with corporate systems
- ▶ Single database (no data duplication)
- ▶ Vendor agnostic, using any financial system

## Solutions

Civica's Asset Management system supplies powerful and intuitive web-based functionality for use on the internet and corporate intranets, mobile solutions for use in the field and desktop solutions for analysis in the office.

## Delivery Options

With delivery options ranging from managed hosting to deployment on customer infrastructure, accompanied by flexible licensing models, Civica's Asset Management system maximises the return on investment with a cost-effective platform designed to meet your business needs.

## Experience and Services

With more than 30 years' experience working with public authorities, our solutions are delivered with a comprehensive range of services including consultancy, project management, training and support.

From a single software licence to corporate enterprise system, Civica Enterprise Asset Management has the solution



# Enterprise Asset Management

## Components of Civica's Enterprise Asset Management System

### Community Assets

Asset Register  
Asset Accounting  
Lifecycle Costing  
Bulk Data Tools  
Reporting  
EDRMS integration  
GIS integration

The core of the asset management system is reliable information about the assets the organisation manages, basic data such as location, descriptors, age, condition, as well as financial information including values and costs. A key component of the Civica Asset Management system includes the ability to view the assets spatially in a geographic information system.

### Community Works

Work Orders  
Reactive Maintenance  
Planned Maintenance  
Customer Requests  
Reporting  
Mobile Assets

The Civica Asset Management system provides facilities for Inspections, Work Orders, Reactive Maintenance, Planned Maintenance and Mobile Assets. These facilities enable public authorities to operate and maintain assets in a cost effective manner.

### Community Planning

Deterioration  
Service Levels  
Risk Assessment  
Valuations  
ODM  
Treatments  
Capital Works Plans

Decisions need to be made about capital investments in renewal of existing assets and/or investment in a new asset. The Community Planning facilities include predictive modelling, risk assessment, treatment options, and outputs for capital works plans.

## Orange City Council

"Civica's Asset Management system has taken us from a situation where we had all our data in various systems to a single source of accurate information. We know where the data is. We can analyse it and bring a visual element to it when we need to report on the information by presenting it in spreadsheets, graphs and tables".

Mark Looney, Engineering Services Manager,  
Orange City Council



# A partner in transformation

Civica is helping customers to transform the way they work through our unique combination of technology, people and business process expertise.

Through experienced people who understand service delivery we apply application software, managed services and outsourcing to streamline and enhance service delivery, and deliver a measurable return on investment.

Civica is committed to working in partnership with its customers to meet their objectives in a timely manner and according to budget.



**We are a market-leader in helping customers achieve successful and cost effective ways of working.**

## Why Civica Enterprise Asset Management?

The power of Civica's Asset Management system can fundamentally enable a new landscape of public authority delivery demanded by unprecedented financial pressures and service demands.

Civica's Asset Management system provides comprehensive facilities for managing all classes of assets consistently and sustainably.

The Asset Management system is a key component within Civica's Enterprise Software Suite. The software

has real time integration to many modules such as; Financials, Customer Request Management, and Land Information System.

The Asset Management system is vendor agnostic and can be implemented at public authorities using any financial system.

This approach provides an enterprise asset management solution that enables the capture and management of asset information into a single database environment (i.e. no data duplication).

## Litchfield Council

"Civica's Asset Management solution is changing the way we work. It allows both community members and council staff to have better experiences, as the system has the ability to inspect issues, search for past issues and obtain a much greater overall view of a reported problem instantaneously".

Stefan Jurkijevic, Information Manager  
Litchfield Council

# Delivering better results

The key benefits of implementing Civica's Asset Management System include:

- ▶ A robust asset register that is easily accessible
- ▶ Seamless links to other software modules
- ▶ A full lifecycle approach to managing assets
- ▶ The ability to schedule and cost planned maintenance
- ▶ Inspection and condition assessment functions
- ▶ Strategic Asset Management functions for optimised capital works plans and budget modelling
- ▶ The ability to bulk import / export asset data
- ▶ Extensive reporting, including statutory reporting, that empowers staff to track, monitor, control, analyse and report on any recorded asset data
- ▶ Bi-directional integration to spatial systems

## The Australian Infrastructure Financial Management Guidelines (Section 12.4) indicate that:

Smart organisations consider the information needs of the accountant and the asset manager and gain the following benefits:

- A single asset register serving both needs
- Avoidance of multiple financial and asset registers
- Reduction in cost required to maintain multiple asset registers
- Better ownership of data information
- Greater corporate opportunities for improving corporate knowledge and making that knowledge available to all users.



# Lifecycle Asset Management

Civica's Asset Management system provides facilities to manage the asset lifecycle from planning to disposal.

The whole of life costs including reactive and proactive maintenance costs, operating costs, depreciation, capital costs and income are associated with assets. These can be presented as Actual Life To Date, Actual Year To Date and Projected Whole of Life costs.

A total lifecycle management approach is used and includes the ability to manage the transactions associated with purchasing,

disposing, depreciating, impairing and revaluing assets. The system is designed to meet statutory reporting requirements.

Civica's Asset Management system can be fully integrated into existing financial systems enabling the full automation of all asset capitalisation journals with links back to source transactions.

The system is also designed to work with third party financial systems. This enables the system to manage asset valuations, capital costs, operating costs, maintenance costs and income.



## Successful Asset Management

Implementing an enterprise asset management system can be a significant project for public authorities because it will involve stakeholders from a number of departments such as Engineering, Assets, Property, Finance, Information Technology, Risk Management, and others.

Furthermore, it is not just that those stakeholders are "involved"; they must act in a coordinated and supportive manner in order to achieve defined outcomes.

All stakeholders implementing an asset management system should remember that the asset management system (the software) is just one component of asset management. So how do public authorities plan for success? There needs to be focus on drive from senior management, project management, stakeholder engagement and appropriate resourcing.

Civica's Asset Management system enables public authorities to implement a truly sustainable and enterprise approach to asset management.

"The failure to recognise the effort and resources required to implement an AM programme is a primary cause of organisations failing to progress their AM improvement programmes." (Source: IIMM Version 3.0, page 2.17)

### Dorset Council

"The things that really made a difference were Civica's ability to integrate with our records management and asset information system, the software's very strong reporting capabilities, and Civica's comprehensive implementation and training package."

Guy Jetson, Director of Corporate Services  
Dorset Council



# Mobile Asset Management

Civica's Mobile Assets module allows staff to capture information in the field for any asset, e.g. roads, footpaths, bridges, pipes, bus shelters, playground equipment or significant trees.

Field workers have the ability to take-up new assets including attributes, images and spatial data. They may also perform other tasks such as; maintain existing asset data, conduct an inspection, and create defects.

Using Civica's Mobile Asset module and a mobile devices such as Tablet, asset information is quickly and easily captured. Individual data entry forms can be designed for each asset type and are based on asset templates configured in Civica's Asset Management system.



## Delivering Outcomes for Customers

### Orange City Council Case Study

Up until three years ago, Orange City Council's asset management was carried out using a variety of in-house databases, spreadsheets and a road asset management system that had no integration with the Council's financial system (Authority).

Engineering Services Manager, Mark Looney, describes the environment as "islands of information" that often relied on the knowledge or expertise of individual staff members. This made it difficult to combine and analyse the data, severely hampering the Council's efforts to develop long term financial plans for asset renewal.

To resolve these problems, the Council found a way of pooling all asset information into a single area that staff could easily access, analyse and extract reports.

Utilising Civica's Strategic Asset Management module was going to be crucial in forward planning. Condition assessments, ratings and profiles were compiled for each asset model and entered into the system. Deterioration profiles established the factors most likely to affect ageing and the probable cause of deterioration over time. Unit rates were also set, and combined with the determination of their condition each asset was assessed to determine when, and at what cost replacement would be required.

"Knowing the condition of your assets and then working out the rate at which they will deteriorate are key to managing assets," Looney asserts. "For example, we need to be able to estimate the effect of weather and traffic volumes on roads, and identify when those roads are likely to need rehabilitation or resealing. We have to be aware when the carpets in buildings will need to be replaced."

### Modelling the future

Once the asset register was established, Council started using the Strategic Asset Management module to develop long term financial plans. The models took the deterioration profiles for each asset and mapped out likely costs and times for maintenance and renewal.

Council now has a complete view of the future, and can review results to compare them to previous budgets. The team can also conduct "what if" analyses to understand the asset lifetime and budget implications of changes to materials or renewal schedules. This is where the real power of the integrated system from Civica became apparent.

In just a short time, Civica's Asset Management system has become an integral part of Orange City Council's annual planning process. The system's 12-month models are being used to inform financial year plans, while the two-to-three year outlooks are considered an important indication of what's on the horizon.





Civica is an international market leader in specialist IT systems and business process services for local government and public authorities. Through experienced people who understand service delivery, we apply software, cloud services and outsourcing to help customers transform the way they work.

**For more information please visit us at [www.civicalg.com.au](http://www.civicalg.com.au)**

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