



Client Success Story

City of Victor Harbor meets longterm needs with Predictor

Client

City of Victor Harbor

Geography

Victor Harbor, Australia

Vitals

- Rural small-medium Council: one hour south of Adelaide
- 14,665: Total population
- 386km²: Total area
- AUD\$352.3 million: Asset Portfolio Value (replacement cost)

Challenges

Team recognised a desperate need to modernise – processes and practices were sub-par, and true transformation was required

Results

Significant wins in its transformation, reported and communicated across the organisation

The Challenge & Opportunity

In 2019 the City of Victor Harbor (CoVH) recognised the benefit of transitioning from a somewhat disconnected, paper-based customer request process to an enterprise asset management system capable of meeting its long-term requirements across the full scope of modern asset management and reporting.

The challenge for the small team was:

- To create and maintain asset management strategies that ensure assets don't fail those who rely on them most, and
- To ensure necessary work was performed proactively, efficiently and accurately the first time, creating savings by avoiding unnecessary labour and resources

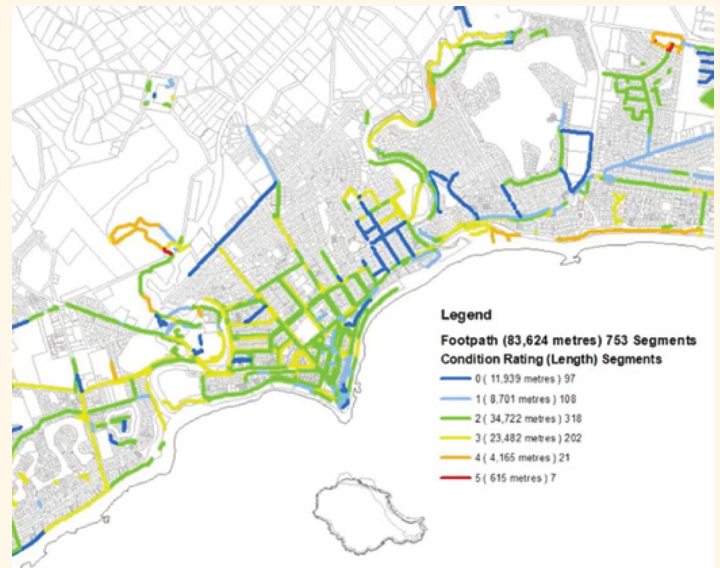
In order to achieve this, CoVH decided to transition to a service-driven, latest-tech asset management approach.

CoVH & Brightly

A Brightly client since 2009, CoVH began the migration to a fully cloud-enabled solution in November 2018 continuing on an impressive trajectory since:

- Jan 2019: First training with Assetic
- June 2019: First capitalisation completed
- July 2019: Commenced active use of Assetic Maintenance (with a staggered approach to ensure issues are addressed efficiently)
 - July 2019: Construction
 - Sept 2020: Open space
 - Mid 2021: Buildings

Key to this success was the collaborative relationship between CoVH and Brightly. The project spanned a number of critical areas such as migration planning, IT systems integration, data cleansing, migration timing in light of capitalisation and audit, and effective train-the-trainer techniques.



GIS integration enabling asset condition to be spatially displayed improves stakeholder communication across the board, powerfully explaining asset management needs irrespective of subject matter knowledge

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City of Victor Harbor initially embarked on a journey for the installation of a modernised maintenance solution to enable a paperless, instant, in-field process – to efficiently respond to Customer Requests, and collect and document all information in the construction and maintenance of our assets. Not only has this goal been achieved but now we can apply true insights from this maintenance activity, mapping hotspots, preplanning preventative maintenance, efficiently completing WHS compliance documents in the field, and provide transparent reporting to Auditors and Council.

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Jodie Sandercock
Asset Officer

Featured Results

OPERATIONAL EFFICIENCY



Customer Requests processed

82% faster
improvement from:



13 steps to
5 steps



146 mins to
25 mins



Saving 121 minutes
with every request made



If this system had been in place in 2019 for the approx. **12,000 requests** processed by Council, up to **24,300** work hours would have been saved across this already resource and budget constrained organisation



In excess of **20,000** requests p/a are now projected, given construction and open space have been incorporated into the system



Work Health Safety compliance from the field; documents attached to the relevant job plan or work order:



Safe Work Statements and Job Safety Analysis documents process time

95 minutes to **20 minutes**

Saving 75 minutes



Safe Operating Procedures documentation process time

30 minutes to **5 minutes**

Saving 25 minutes



“Take 5” mandated on-site safety inspection process time

70 minutes to **35 minutes**

Saving 35 minutes

STRATEGIC EFFECTIVENESS



Long-term planning comparing three community scenarios, including establishing of service levels



\$352.3 million asset base is being consumed almost **\$8 million** every year: Through predictive modelling and spend optimisation, City of Victor Harbor has ensured that over next 20 years this balance is maintained



Prudent financial planning using optimisation in Predictor has established CoVH's financial ratio at circa **98%** meaning:



Infrastructure backlog is not at risk of a future blow out



Funding is allocated to the right assets at the right time



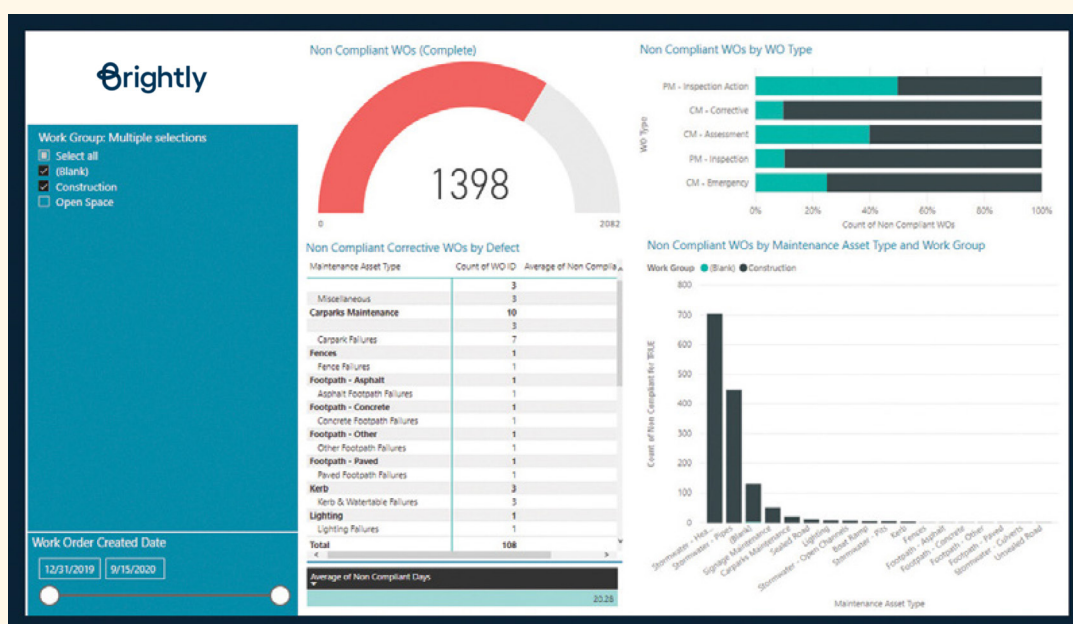
Data and predictive models allow trade off and ensure data-driven decision making

Council transitioned to a cloud-based system, improving processes, engaging key stakeholders both internal and external, enabling field crews, identifying and managing risks, flipping to a service-driven approach, and ultimately modernising asset management overall. As a result, CoVH spends its money strategically across its 33 asset classes, rather than in a reactive or ad hoc manner when issues arise.

- Renewal ratio for strategic asset management 98%: long-term financial plan is sustainable and asset backlog risk is mitigated
- Maintenance reporting to identify critical failures
- Mapping and identification of rogue assets
- Statutory reporting: all liable assets (e.g. drowning risk areas)
- Fully compliant AASB outputs
- Prospective and retrospective financial reporting
- Automated Depreciation Journals

- Accurate mapping of assets with API connection of ESRI GIS and Assetic Maintenance, improving engagement with all stakeholders – customers, field staff, executive and elected members

- Boosted efficiency and engagement of depot teams, with connection of CRM and Assetic Maintenance – crews see customer requests in the field instantly and can address and prioritise in real time
- Instant WHS reporting from field to office, with documents updated through Council intranet and attached to specific job plans, reducing carbon footprint and eliminating paper in depot vehicles
- Greater confidence in data integrity and efficient identification of any discrepancies thanks to a CoVH-created automated cross-check between the asset register and live GIS layers



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