

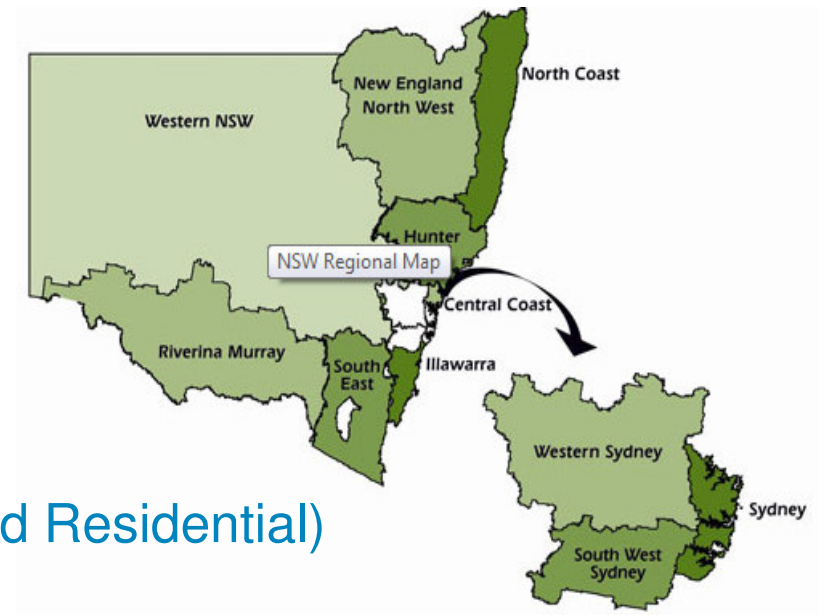
Leveraging the Maximo Investment

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About Sydney Water

- Who are we
 - Sydney Water is Australia's largest urban water utility with over 3,000 staff and an area of operations covering 12,700 km²
- What we do
 - Water
 - Wastewater
 - Recycled water
 - Stormwater
- To who
 - 4 million customers (Commercial and Residential)
- Governance & Ownership
 - State owned corporation with its own Board, a portfolio Minister and two shareholder Ministers



\$20bn Assets Managed

- Water network
 - 9 treatment plants,
261 service reservoirs,
155 pumping stations,
21,000 km of water mains
- Wastewater network
 - 31 treatment plants,
663 pumping stations,
23,000 km of sewer pipes
- Recycled water
 - 340 km of recycled water mains
supplying over 15,000 homes
- Stormwater
 - 443 km of trunk storm water
channels (5% of metro)



Today's Presentation

1. Maximo at Sydney Water
2. Our recent Maximo Consolidation project
3. Leveraging this investment

Maximo at Sydney Water

- Signed Maximo license agreement with PSDI in October 1998
- Implemented Facilities Maximo in 1999
- Added a second instance in 2000 (Works & Asset Management)
- Early innovator
 - Integration with Smallworld GIS & the “Black Box”
 - Integration with SCADA/Telemetry systems
- Separate divisional sponsors & stakeholders
 - Customised separate instances significantly
 - Ad hoc solutions expedited

Maximo at Sydney Water (cont.)

- Facilities Maximo (FMX)
 - Implemented in 1999
 - Main integration points:
 - FRM (Field Resource Management)
 - IICATS (SCADA)
 - FMIS (Peoplesoft Financials)
 - @ 500 users including third parties
 - Transactions volumes
 - @ 200 w/o per day
 - 200k equipment records
 - 20k open w/o



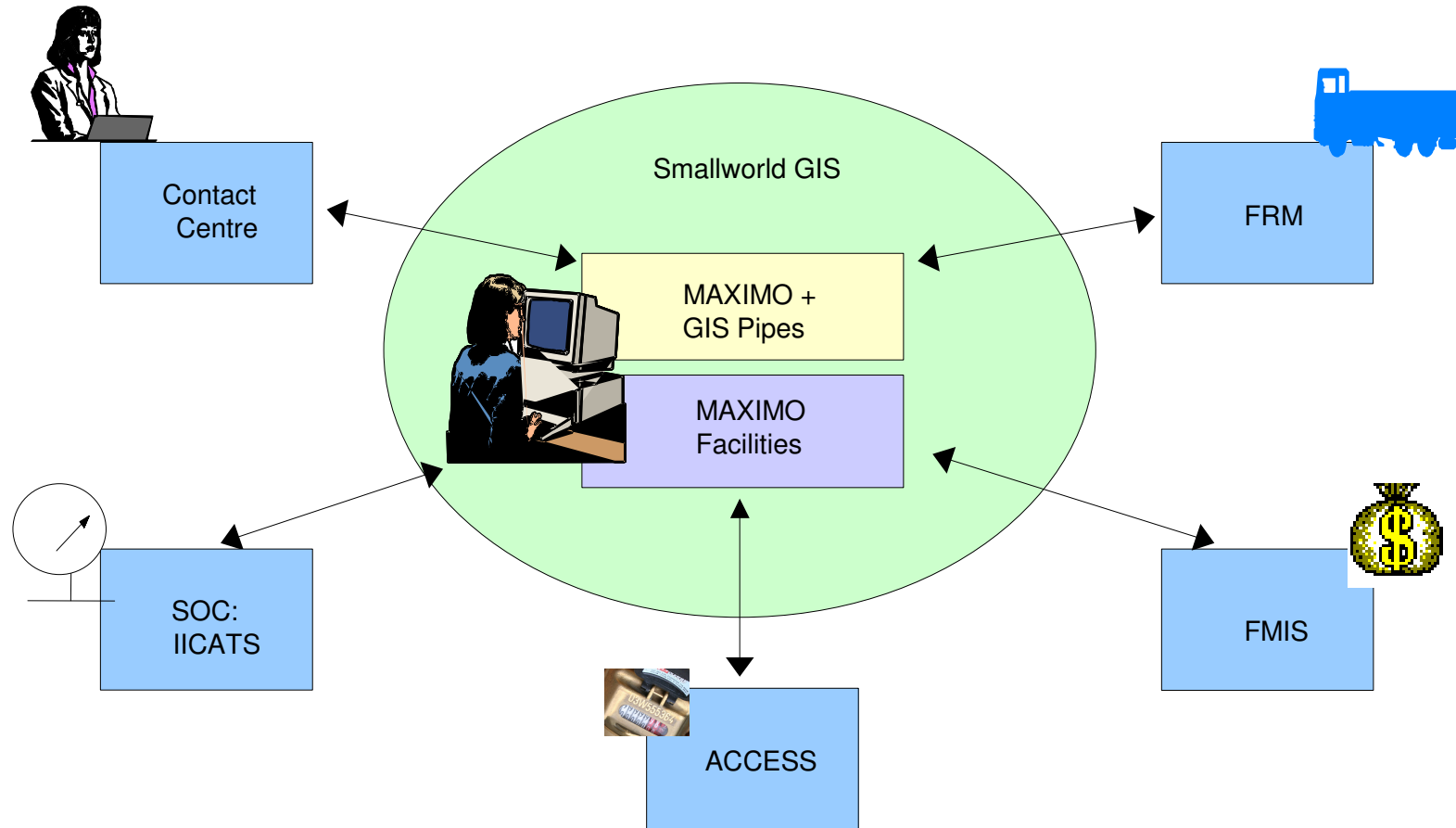
Maximo at Sydney Water (cont.)

- Works & Asset Mgmt. System (WAMS)

- Implemented in 2000
- Main integration points:
 - FRM
 - Smallworld (GIS)
- @ 450 users including:
 - Customer Contact Centre
- Transaction volumes
 - @ 200 w/o per day
 - 7.4m equipment records
 - 300k open w/o



Maximo at Sydney Water (cont.)



Situation Faced

- Increased risk to service levels
- No single source of data possible
 - Asset numbers not mastered
- Higher TCO
 - Business processes
 - Support
 - Technical infrastructure
- Limited capacity to adopt vendor roadmap
- Latent demand filled by alternative solutions
- Point-to-point integration proliferated

Goals Sought

- Standardisation of asset management processes in one system
 - Asset planning
 - Work planning
 - Work management
- A “single view” of our assets and work orders will be provided
- Data quality will be improved with all information in one system
- Total cost of ownership will be reduced
 - Legacy systems will be decommissioned
 - Customisations will be reduced significantly
- Fully documented and owned processes and data will be delivered

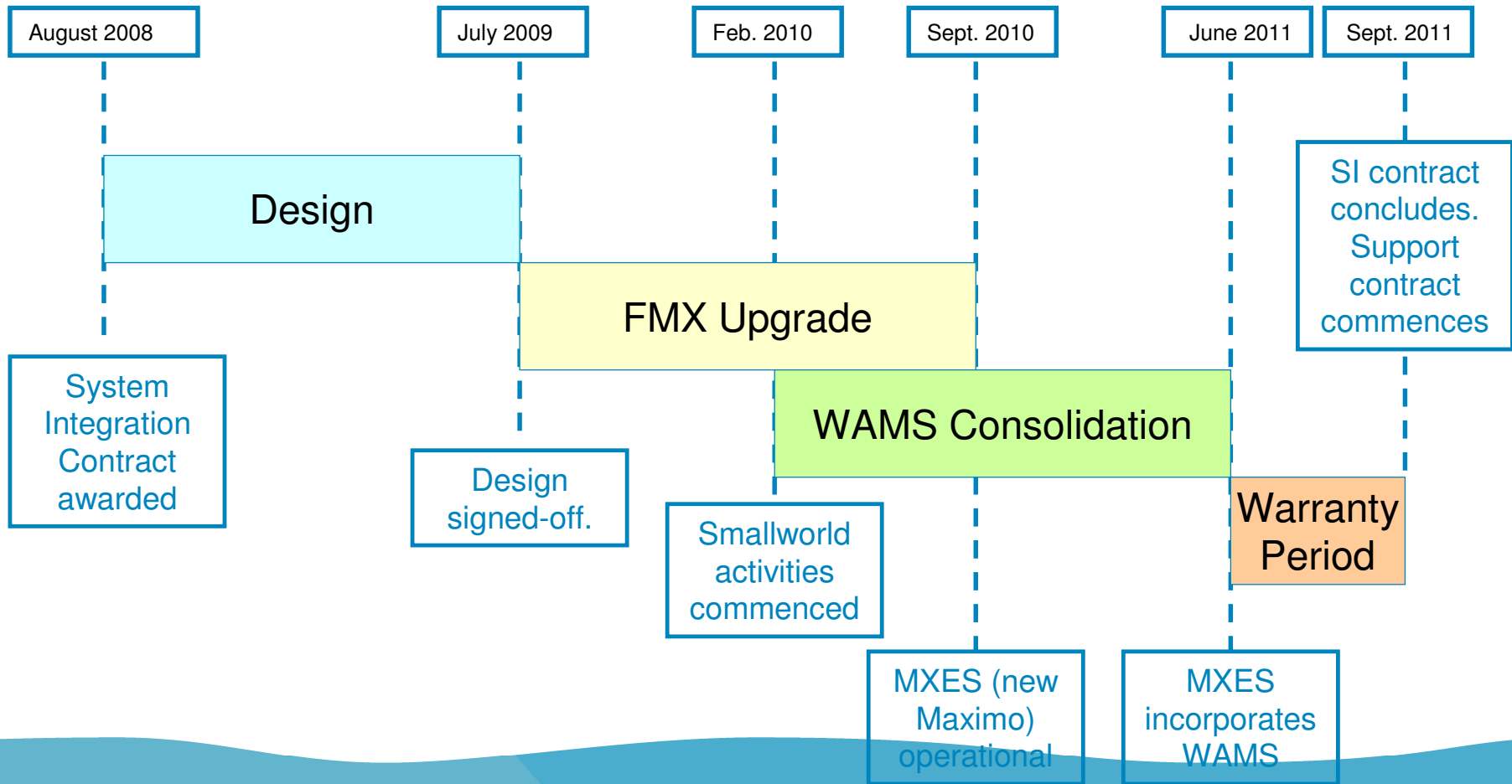


Maximo Consolidation Project

Scope

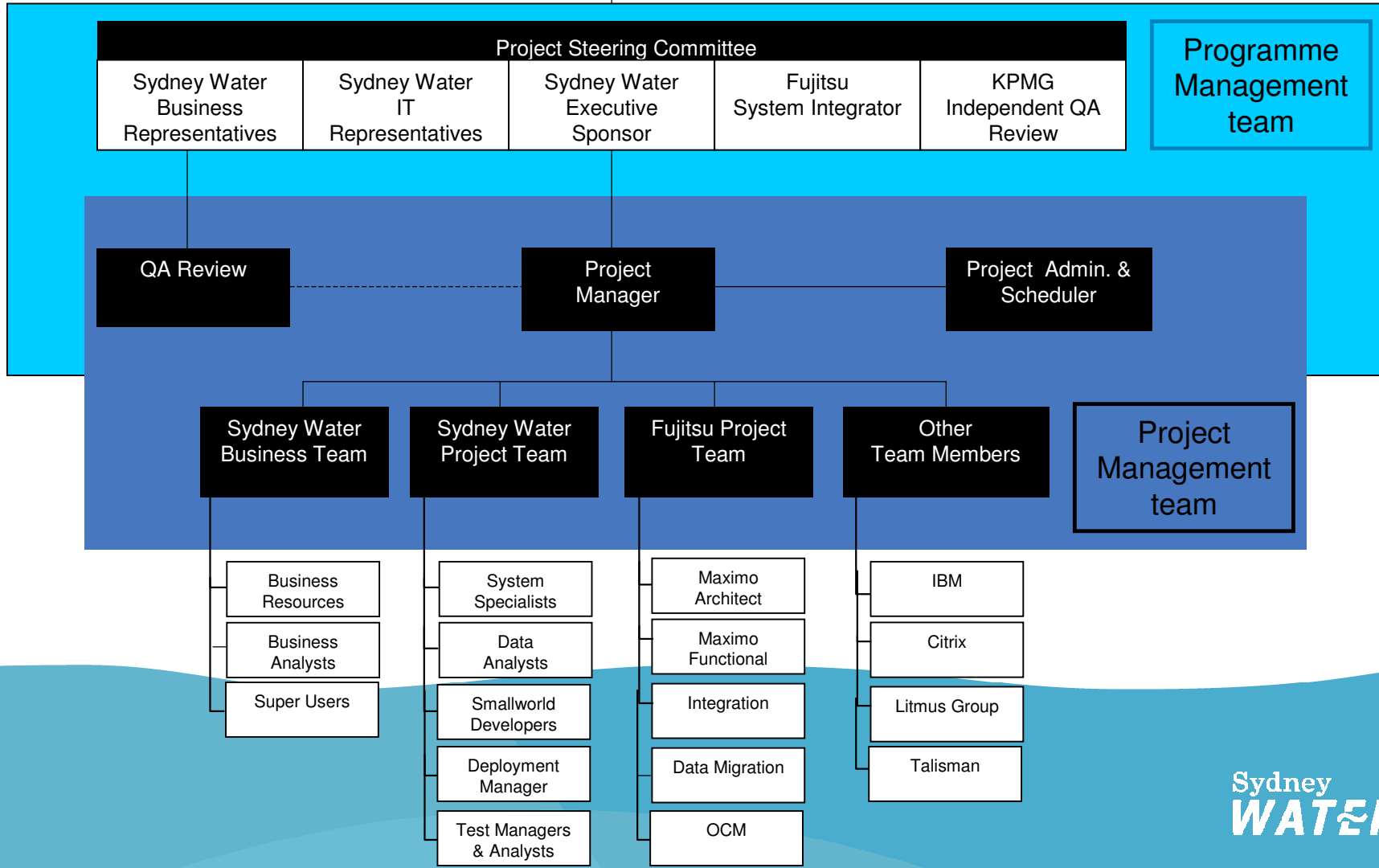
- Upgrade FMX to version 7
- Consolidate WAMS into the new Maximo instance
- Migrate and consolidate all data
- Replace 12 legacy systems with Maximo functionality
- Remediate remaining satellite systems
- Provide asset/work order data into the Enterprise Data Warehouse
- Organisational change management for the user communities impacted

Timeframe



Project Structure

Sydney Water Board, Executive and ITSC



Challenges

- Sydney Water project methodology untried on projects of this scale
- Extent of Smallworld integration with Maximo understood only when coding was underway
- Top end SCADA system implemented at the same time
- Asset Numbering policy finalised and implemented in situ
 - Needed to agree an Asset Location Hierarchy (Sydney Water wide!)
- 3 year duration ...
 - Each of the stakeholder divisions undertook structural reform
 - Business requirements emerged that meant ad hoc solutions
 - Momentum was hard to maintain

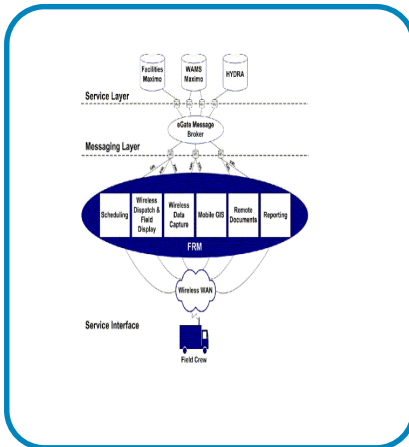
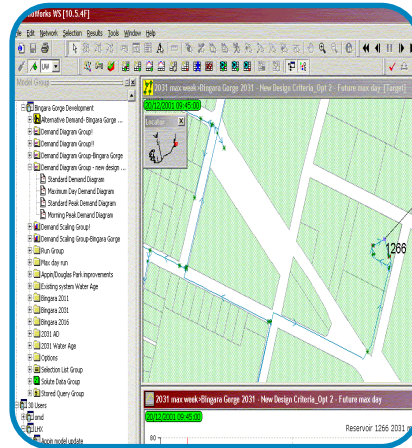
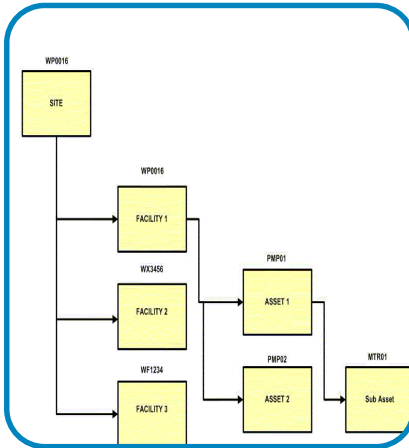
Outcomes

- Risk mitigated
- Standardised work processes with asset planning, work planning and work management performed using one system
- Maximo is primary source of asset data – Master Data Management now possible!
 - Asset analytical data now available
- Able to take advantage of standard product features and the vendor roadmap
- Support and infrastructure constraints removed
- Integration and technical environment simplified

Outcomes

- Governance
 - Process owners
- Business administration & support
 - Consolidated and formalised
 - Super users
- Maximo knowledge deepened
- Support outsourced

What next ...



- ▶ Asset Numbers mastered and data quality improvements ... improved analytical reporting
- ▶ Scheduling / Despatch revisited
- ▶ Geospatial Information
- ▶ Maximo modules leveraged
 - ▶ Inventory Management
 - ▶ Configuration Management
 - ▶ Utilities
 - ▶ Property/Facilities Management

Questions?



In Summary ...

1

Consider the end support position very early and build capability throughout your implementation project

2

Continually assess organisational capacity & capability – adapt where necessary

3

Emphasise milestone is not an end in itself – pave the way for future developments as part of your standard operations