Maximo Transition with a New Service Provider
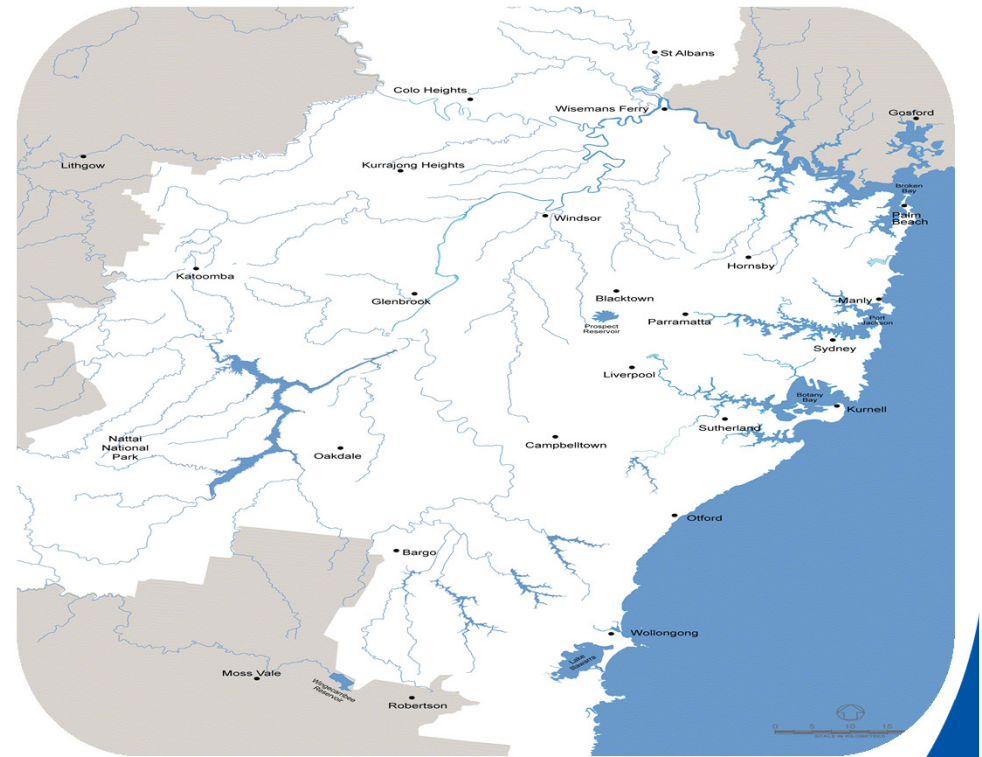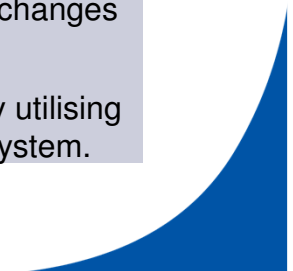
10 September 2014

Background

- 💧 Thiess Services under collaborative framework.

- 💧 Using Sydney Water systems, including all procurement.

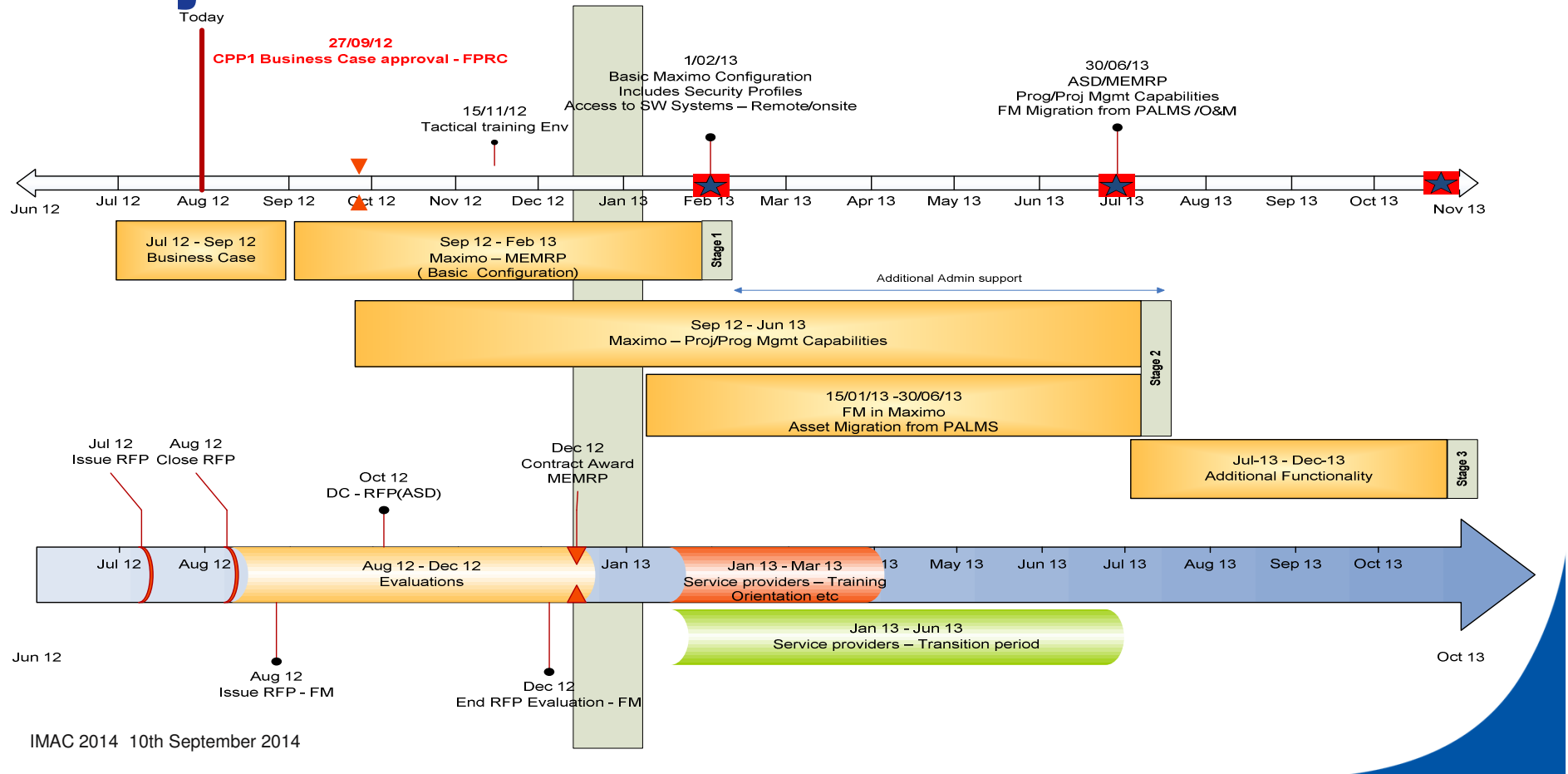- 💧 Sydney Water has been a Maximo user since 1998. System is heavily integrated with other systems.

Integration Direction – Why?

Option	Risks	Opportunities
Using clients systems	• How to add contractor labour hours • How to add procurement cost (when procurement through contractor system) • Functionality – EAM alignment with contractor work management. • Security access constraints • Transition in – training, familiarisation.	• Client retains all IP knowledge in their system. • No cost or risks integrating work and asset management systems. • Any system development benefits remain with client organisation. • Entry barriers to alternative providers are reduced.
Integrating Two Systems.	• Time and cost – integrating work and asset management systems.	• Agility – reduced constraint by client IT. • Utilisation of existing contractor systems (mobility, payroll).
Using only contractors systems	• Client perceived risk that subcontract has control of their data and IP knowledge. • Transition out at end of contract more difficult.	• Contractors can work within their own IT constraints when recommending changes to improve system performance • Decreased client risk, and cost by utilising contractors existing and proven system.

Project Timeline - Maximo

Today

27/09/12
CPP1 Business Case approval - FPRC

15/11/12
Tactical training Env

1/02/13
Basic Maximo Configuration
Includes Security Profiles
Access to SW Systems — Remote/onsite

30/06/13
ASD/MEMRP
Prog/Proj Mgmt Capabilities
FM Migration from PALMS /O&M

| Jun 12 | Jul 12 | Aug 12 | Sep 12 | Oct 12 | Nov 12 | Dec 12 | Jan 13 | Feb 13 | Mar 13 | Apr 13 | May 13 | Jun 13 | Jul 13 | Aug 13 | Sep 13 | Oct 13 | Nov 13 |

Jul 12 - Sep 12
Business Case

Sep 12 - Feb 13
Maximo – MEMRP
(Basic Configuration)

Stage 1

Additional Admin support

Sep 12 - Jun 13
Maximo – Proj/Prog Mgmt Capabilities

Stage 2

15/01/13 -30/06/13
FM in Maximo
Asset Migration from PALMS

Jul 12
Issue RFP

Aug 12
Close RFP

Oct 12
DC - RFP(ASD)

Dec 12
Contract Award
MEMRP

Jul-13 – Dec-13
Additional Functionality

Stage 3

| Jul 12 | Aug 12 | Aug 12 - Dec 12
Evaluations | Jan 13 | Jan 13 - Mar 13
Service providers — Training
Orientation etc | 13 | May 13 | Jun 13 | Jul 13 | Aug 13 | Sep 13 | Oct 13 |

Jun 12

Oct 13

Jan 13 - Jun 13
Service providers — Transition period

Aug 12
Issue RFP - FM

Dec 12
End RFP Evaluation - FM

IMAC 2014 10th September 2014

Challenges

FM Assets

Payroll

Work Management Process

Data Quality

Procurement Process

Mobile Work Force

What's Next ?

How Are We Going to Do This?

Collaboration Model

- Co-location of Thiess & SW staff
- Established a working group including SWC Maximo administrator
- Collaborated to mitigate issue of FM data not in Maximo
- Leveraged experience within both organisations.

What Did We Achieve ?

- Improved asset life cycle costing

- Improved contract administration – finance, payroll, payments

- Sydney Water and Thiess EAM manual data loads
    - Click Mobility
    - Kronos payroll

- Reduce customisation by utilising standard Maximo functionality
    - Service Items
    - Service Item Reorder
    - Escalations

- Improved Maximo data quality

What Does Good Look Like for Us
Working with System Owners

🔹 Weekly meetings with a SWC Maximo administrator.

🔹 Utilisation of standard Maximo functionality

🔹 Use of email templates

🔹 Service Items and Contracts Module

🔹 Reorder Service Items

🔹 V7.5 data load

🔹 Use of escalations to manage KPI's

Lessons Learnt

⬦ Conflicting priorities in any large organisation

   – IT, Engineering, Finance, Corporate direction,

⬦ Collaboration Model helped US deal with the challenges and achieve win/win outcomes

⬦ Consider ease of EAM system to integrate with service providers EAM.

⬦ Understand the difficultly of system change in large organisation.

Insanity: doing the same thing over and over again and expecting different results.

Albert Einstein