

# Australia's DPTI agency

## Accelerating Maximo 7 deployment

**A**ustralia's Department of Planning, Transport and Infrastructure (DPTI) is responsible for managing a large asset portfolio for operating the Adelaide Metropolitan Passenger Rail Network (AMPRN). DPTI had implemented IBM's best-of-breed Maximo 7 asset management software with limited configuration. As part of a second phase, DPTI needed to take the implementation further with a highly proficient Maximo 7 partner and chose CGI.

### THE CHALLENGE

DPTI's Maximo 7 system was put in place as a first phase system at its bus network site to prove the key concepts of a centralised asset management system. As part of a second phase to be carried out at its light rail network site, DPTI needed CGI's implementation support to help achieve measureable improvements through Maximo 7 in public transport service delivery.

### THE SOLUTION

CGI was selected to implement best practice development, testing, support and training to ensure the delivery of two Maximo 7 packages. This included configuration, report development and integration with an external system.

CGI integrated one of DPTI's key financial management systems, Masterpiece, with Maximo. We also created a set of interfaces with the Maximo Integration Framework to synchronize information between Maximo and Masterpiece.

This removed risk of data entry errors and increased the quality of financial reconciliations. It also streamlined user interaction with the system to reduce the effort associated with data entry.

To improve workflows, CGI defined and configured several workflow processes that handle the required steps and exceptions for work orders based on critical safety assets.

CGI also leveraged an existing interface that synchronizes incidents from the in-house service desk and configured it as an enterprise-wide standard.

The following Maximo reports were developed and deployed by CGI:

- Asset Condition Grade Report – users can obtain a list of assets that indicates whether an asset is in an “alert zone”

### CASE STUDY

#### TRANSPORT & LOGISTICS

The Department of Planning, Transport and Infrastructure is one of South Australia's largest organizations with assets in excess of \$13 billion, an annual operating budget exceeding \$1.1 billion and a capital program of \$670 million with more than 3,000 employees. It delivered the largest public transport investment in South Australia's history through a series of projects spanning 10 years.

- Planning Efficiency Report – planners can report on the efficiency of their assignment planning
- Resource Workload Report – planners can report on the average workload of laborers
- Worksheet – DPTI specific printout of the work order used for on floor maintenance and inventory pick

The CGI team also transferred knowledge to DPTI staff by conducting training sessions and provided overall system support to users.

## THE RESULTS

By working with CGI, DPTI had access to the skills to deploy, configure and extend their IBM Maximo solution and undertake complex systems integration. DPTI benefited from CGI's flexible global resourcing model to create the right cost and delivery model for the project.

DPTI employees at the light rail site can now fully manage purchase order generation and inventory through a single, integrated asset management system. They are provided with a single source of control and visibility for asset maintenance, enabling each asset to be managed optimally through its full life cycle.

Configurations have also delivered benefits to DPTI. The integration of Masterpiece with Maximo has allowed all inventory and work transactions to be reconciled back to the department's organization-wide general ledger.

Creating a unified set of workflow processes for work orders and procurement tasks related to critical safety assets avoids missed approvals when an urgent part needs to be ordered to get the tram quickly and safely back into revenue service.

DPTI can now better understand its asset performance and how that performance contributes to the delivery of passenger services. It can also more easily implement new work practices and processes.

**Note: The project referenced in this case study was delivered by Logica, which CGI acquired in August 2012.**

For more information, please contact us at [info@cgi.com](mailto:info@cgi.com) or visit [www.cgi.com](http://www.cgi.com).

## WHY CGI?

CGI has been focused on asset management in Australia for more than 10 years and is IBM's largest Maximo partner in Australia with more than 50 asset management experts.

As a leading IT service provider in Australia to the asset-intensive public, energy and utilities sectors, CGI is one of only a few organizations that have IBM Maximo certified professionals working across both sales and delivery teams.

CGI's asset management team remains at the forefront of technological advances through continuous education and certification refreshment courses, which include Maximo. We support clients with planning, implementation and the ongoing management of Maximo to remove complexity and ensure a smooth transition.

We have a solid track record for delivering IT and business services projects for clients including NSW Railcorp, Roaring 40's and Melbourne Water.

CGI also has a global competency in asset management with more than 700 global asset management specialists.

With 69,000 professionals operating in 400 offices in 40 countries, CGI fosters local accountability for client success while bringing global delivery capabilities to clients' front doors. Founded in 1976, CGI applies a disciplined delivery approach that has achieved an industry-leading track record of on-time, on-budget projects. Our high-quality business consulting, systems integration and outsourcing services help clients leverage current investments while adopting new technology and business strategies that achieve top and bottom line results. As a demonstration of our commitment, our average client satisfaction score for the past 10 years has measured consistently higher than 9 out of 10.