

## Tracks 6&7: Enterprise Asset Management Abstracts

### **Session 1, Track 7 & 8: Maximo and TRIRIGA Track Kickoff, Strategies and Roadmap**

Dave Gasdia, Maximo Product Strategy and Development, IBM USA

Physical and digital convergence is a growing operational challenge and opportunity for business innovation. To manage a smarter infrastructure, organisations need a robust set of enterprise capabilities designed to keep their plant or facility at peak performance. Hear about IBM's latest capabilities and announcements for Maximo Enterprise Asset Management, Integrated Workplace Management with Tririga, Smarter Buildings, and Smarter Cities and Industry solutions that deliver real, measurable savings in such areas as extending asset lifespan, safety and compliance, supply chain management, energy and efficiency, space planning, real estate portfolio management, and managing and monitoring city services. Join us to explore how your organisation can gain more visibility, control, and automation within the dynamics of a smarter physical infrastructure.

### **Session 2, Track 6: The world is 24/7 and mobile: Maximo Scheduler and Maximo Mobile Update**

Lisa Stuckless, Tivoli Maximo Product Design & Architect IBM USA

The task of effectively managing critical, high-value assets has always been a demanding one. With today's need to do more with less, maintenance service delivery personnel must have exceptional tools available to them to meet these demands. In addition, the rapidly changing mobility landscape may have you asking how once the work is planned and scheduled, how can my staff get access at anytime with their device of choice. Understand how Maximo Scheduler and mobile solutions provide a flexible business solution that exceeds these critical requirements of today.

### **Session 2, Track 7: Industry Solutions - Market trends for the Utilities Industry**

Terry Saunders, IBM, Maximo Industry Solutions, Utilities Product Manager, E&U.

Enterprise Asset Management within a smarter planet continues to drive the need for significant capabilities for the utility industry. Attend this session to understand how Maximo and its customers address current industry trends and their challenges:

- The evolving smart grid with a focus on the customer;
- Maximo absorbing renewable generation added to the fleet;
- The Aging Workforce transition supported through Maximo;
- The demands of increased regulatory standards and compliance

Evolving standards such as CIM, Common Information Model and PAS 55.

Terry will discuss trends and developments in the Utilities industry that are shaping the solution that IBM delivers.

The session will include a discussion of the Maximo for Utilities product and roadmap and how customers shape future development of our products.

Terry Saunders has held senior roles in Product Development, Business Development and Product and Industry Marketing for MRO Software and PSDI. In his current role at IBM, he is responsible for product direction, development, release management and customer satisfaction with Maximo for Utilities and Spatial. Saunders is currently leading these products for future alignment to effectively support the Intelligent Utility Network. Saunders holds a Masters of Science Degree in Innovation & Technology from Boston University and an undergraduate Degree in communications from the University of Minnesota.

### **Session 3, Track 6: Panel Session - The case for an asset mgt system vs. ERP**

Facilitated by Robert Williams, Utilities Solution Executive, IBM Service Management Tiger Team

The goal of having one enterprise resource planning (ERP) solution for all business processes is still popular, yet the idea is no longer practical, particularly in asset-intensive industries. Changing requirements in the areas of compliance and risk management are increasing the pressure on an enterprise's operations group to manage their assets to higher standards and to demand the best available solution for people, process and technology. This session will explore with a panel the case for and against, and how integrating best-in-class asset management can increase the value your ERP investments.

### **Session 3, Track 7: First in Class - Best Practices for Facilities Management**

Andrew Bull, Operations Planner, Facilities Management, The University of Newcastle  
Joseph Sarraf, Matrikon

The facilities management team at the University of Newcastle provides strategic facility and asset management services across multiple campuses, focusing on managing the improvement of each facility's performance while reducing operational costs and risk through activities such as maintenance management, energy conservation, life-cycle costing and analysis as well as comprehensive facility and property portfolio management solutions. Hear about their upgrade to Maximo version 7.5, the use of scheduler for efficiency, and how the future use of linear asset management plays a strategic role in their FM excellence.

Andrew is the Operations and Maintenance Planner for The University of Newcastle, He has worked in Facilities Management since 1989 across two Universities with experience in several different asset management software systems.

### **Session 4, Track 6: Leveraging Maximo to Streamline Management of Change and Health, Environment & Safety**

Dave Gasdia, Maximo Product Strategy and Development, IBM USA

Introducing you to IBM Maximo's newest solution - Maximo Health, Safety and Environment Manager. This latest addition to our solution set provides a foundational enterprise platform that integrates Health, Safety, and Environment processes with work and asset management, helping to reduce overall risk, to comply with appropriate regulations, and to create a safe yet efficient operating environment for your organisation.

### **Session 4, Track 6: Industry Solutions – the Framework for Delivering Smarter Transportation**

Ken Donnelly, Worldwide Industry Leader, Asset Management Solutions, IBM USA

This presentation will review the IBM Asset Management solutions supporting the multiple Transportation industry segments, and how these solutions align with the IBM Framework for Smarter Transportation. In addition to Maximo, IBM has invested in optimization, analytics and integration solutions to help organizations connect their engineering, maintenance, operations and logistics groups, leveraging technology to connect the business. Attendees will hear the IBM point of view and examples of how clients are leveraging these capabilities to deliver improved service and revenue. This presentation is open to those in a transportation industry, service companies supporting transportation and organizations managing transportation assets, such as fleet, rail, ships, aircraft, airports and seaports.

Ken Donnelly is the Worldwide Industry Leader for Asset Management Solutions, and leads a team providing IBM's strategy and business direction to support key industries, such as Chemicals & Petroleum, Energy & Utilities, Government, Healthcare, Manufacturing, Telecommunications and Travel & Transportation (T&T). He has over 25 years of combined experience in several industries, the last nine with IBM where he has helped Maximo become the EAM market share leader. Mr. Donnelly earned a Bachelor of Science in Engineering Management from the Missouri University of Science and Technology and a Master of Business Administration from St. Marys College of California.

## **Session 5, Track 6: 9 ½ Weeks (The TrustPower Maximo Implementation Story)**

Mike Torr. Business Manager – Meter Assets, TrustPower. Mark Dixon- Graham. Business Develop Manager, Certus

Like any generator / retailer company in New Zealand, TrustPower is faced with many challenges including how to remain a sustainable and profitable business while having to meet regulatory requirements, provide more valuable and efficient services and manage emerging market, consumer and technology forces. This includes ensuring that the nearly 500,000 electricity meters and associated metering control equipment are adequately maintained to ensure that both legislative requirements are met and that equipment life-cycle is optimised. This year TrustPower has replaced/upgraded its Customer Information and Billing System. As the asset management was intended to be included in the CIS system, as it was previously, when it was discovered that this strategy was unachievable we needed a quick but effective product and implementation solution. TrustPower chose Maximo Utilities as the product and Certus as the implementation partner. Together, TrustPower and Certus achieved an 'out of box' Maximo implementation in 8 ½ weeks.

Mike has been in the electricity industry for nearly 30 years. He has worked in the field and in management. Mike began work with the New Zealand Electricity Department in 1981, managing to progress through the industry despite the restructuring in the late 1980's. After the required OE in the UK, Mike returned to NZ and worked in the heavy electrical contracting industry, working in the fields of protection, control and metering. Mike began work for TrustPower in 2008 as the Meter Asset Manager. He currently leads the Meter Asset team with the brief to manage and grow the TrustPower revenue metering assets to maximise revenue from leased meters and minimise the compliance risk. TrustPower is the second largest meter owner in NZ. Mike has a team of 10 staff, made up of a mix of technical specialists and administrators. The team is responsible for maintaining the existing assets and for investigating conventional and advanced metering technology, suppliers, digital communications and computer infrastructure suitable for application in New Zealand by TrustPower. Mike has electrical trade and technical qualifications and an MBA from Waikato University.

## **Session 5, Track 7: Case Study: John Holland**

Jason Rogers, Program Manager, Enterprise Asset Systems, John Holland Pty Ltd

## **Session 6: Track 6: Roundtables**

*New in 2012:* Join our "speed-session with networking" roundtables for an up-close and intimate briefing with IBM experts and like-minded peers. Each roundtable consists of an SME talking briefly about the topic, inviting attendees to share their approach/implementation/business case/challenge and then opening to the participants for Q&A. No death-by-slides, it's the perfect opportunity to learn new use cases and best practices.

The bell will ring after 20 mins, and we'll expect you to change tables and let it all start again!

- Maximo Mobile – with Lisa Stuckless and Dave Gasdia IBM USA
- Maximo Everyplace – Johannes Tjoa
- Tririga – Rick Van Driel and Tony Stack
- Smart Cities – Ken Donnelly
- Linear – Leon Pavlidis (first half only)
- ANZ Ports Working Group (from 5.10pm) – Leon Pavlidis

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- Omnibus integration into Maximo - Your Assets are Talking - Are you Listening? Paul Lee, Peter Tuton
- Spatial Asset Mgt - Terry Saunders and ESRI
- Integration into Financials, ERP – Mike Horry
- Upgrading to 7.5 – James Manna, GBS

## **Session 7, Track 6: Case study: Mobile Inventory Management and Future Plans for Maximo at Sydney Water**

Colin Rymer, Maintenance Logistics Mgr, Sydney Water

Sydney Water uses Maximo version 7.1 asset/work order management functionality to manage an annual maintenance program for the organisations facilities and pipeline/network assets of over \$100M.

Inventory to support the organisation's maintenance programs was spread across a number of depots, without accurate records in place and inefficient purchasing occurring due to this lack of visibility. To address this issue it was decided to implement the Mobile Inventory Manager module and couple this with a bar-coding/scanning solution.

The solution was implemented in March 2012 and is now being deployed across 20 sites within the maintenance division. This session will detail the solution and summarises future plans for Maximo and Mobile Inventory at Sydney Water.

Colin is responsible for delivering two key initiative projects for the Maintenance business comprising the establishment of an inventory management system and improved control and management of plant & equipment. The project includes the implementation of the Maximo Mobile Inventory Management module and the integration of Maximo with Peoplesoft for the purchasing of all materials and services relating to work orders and inventory.

He has 30 years' experience as a logistics, engineering and procurement professional spanning various roles in the Royal Australian Air Force, consulting and contracting and for the last three years at Sydney Water. His roles have included the management of maintenance and logistics of complex electronic and avionic systems, major project delivery, bilateral regional engagement activities and worked with clients to deliver efficient logistics and procurement outcomes. He is passionate about leveraging technology coupled with business process change to enhance the commercial and competitive advantage of a business.

## **Session 7, Track 7: Case studies on Tririga and client benefits**

Rick Van Driel, IBM AP Facilities Management Solution Executive

This session will present a series of case studies from companies including; Woodside Energy, GE, Nokia and BC Hydro in an effort to showcase how an IWMS can broach several cross industry objectives around cost reductions for asset, property, project, lease and space management and to look at how organisations like these are addressing their environment and sustainability concerns.

As IBM's Smarter Buildings Solution Executive for Asia Pacific Rick works with IBM and its customers to extend IBM's extensive range of solutions to the market. Solutions that Rick has responsibility to take to market include; Maximo, Tririga, and iIBM. Given Rick's extensive background of 24 years in asset, property and maintenance management, he is able to work closely with customers to identify the best solution mix to de-liver successful outcomes. Rick has been working in the property, asset and maintenance management arena for more than 20 years, during this time he has assisted more than 200 organisations in the various capacities, with the aim of facilitating best practice asset management outcomes. Some of the larger and more strategic customers include, Brookfield Multiplex, Stadium Australia, Mainpower (NZ), Dept of Justice (NZ), Telstra, QANTAS, RAAF, Housing Tasmania, Dept of Education (Tas), Institute of Education (UK), Dept of Defence, et al.

## **Session 8: Track 6: Roundtables**

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The bell will ring after 20 mins, and we'll expect you to change tables and let it all start again!

- Mobile Asset Mgt – Leon Pavlidis
- Maximo Everyplace – Johanes Tjoa
- Assset Mgt for Service Providers – Bo Batty
- Health, Safety and Environment – Dave Gasdia
- Scheduler – Lisa Stuckless

## **Session 8: Track 7: Roundtables**

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- Tririga – Rick Van Driel, Tony Stack
- Real-time Asset Location – Johan Koopman, Graham Crook
- Predictive Analytics - Dave Palin, IBM GBS
- Omnibus integration into Maximo - Your Assets are Talking - Are you Listening? Paul Lee, Peter Tuton
- Spatial – Terry Saunders

## **Session 9, Track 6: Managing your capital projects with Tririga**

Tony Stack, Tririga Business Solutions, IBM Australia and New Zealand

In today's capital-constrained economy, many organizations face limited financial resources and cannot afford wasteful programs and projects that fail to meet planned outcomes and produce measurable business improvements. To ensure that they use these limited capital funds to deliver strategic goals and near-term objectives, executives and project managers must determine which requests to fund and manage through successful completion. However, many depend on disparate databases and systems that lack the information and controls to identify underperforming facilities, to analyse financial and environmental benefits of planned capital investments and to automate project management controls and alerts. Whether an organization is considering IT consulting and development, operations and production, or facility and energy efficiency projects, a comprehensive analysis of the operational, financial and environmental benefits of each request must be compared to alternative uses of the available capital to ensure the highest returns. This presentation will focus on three key areas that program and project managers face in the delivery of solutions to their organizations:-

1. Lack of capability to manage and view ongoing project status at the Program level, reducing their ability to see impending cost or schedule problems;
  2. Lack of ability to track Program funding, planning or budgeting and have visibility into financial obligations over time;
  3. The manual prioritisation of capital improvement projects and programs based on costs and estimated savings on a case-by-case basis, rather than in the context of an overall business plan.
- and how IBM TRIRIGA Capital Projects Manager helps overcome these issues by providing a comprehensive yet simple to use toolset to meet and exceed project and business goals

Tony Stack is the Business Solutions Manager for IBM. He joined the organisation in 2011. He is responsible for integrating TRIRIGA software and professional service solutions for IBM clients in the A/NZ region. Prior to joining IBM, Tony was Managing Director of BeyondFM in the US, a firm which specialised in Integrated Workplace Management Solutions for Higher Education, Retail and Corporate organisations. He has also worked extensively with most of the other IWMS competitor firms in the Gartner Quadrant and also brings over 25 years of corporate real estate and facilities management experience to this role.

## **Session 9, Track 7: Best Practices For Maximo System Administration**

Facilitated by Phillip Williams, EAM Solutions, IBM Australia and New Zealand

## **Session 10, Track 6: Maximo for Service Providers**

Bo Batty, Maximo Product Design & Architecture, IBM USA

The world is changing very quickly as companies are forced to manage the need for steadily improving customer satisfaction in the face of stringent resource constraints. Many have begun to provide their product expertise in continued support of their customers, long after having purchased their manufactured products. This session will provide insight into the Maximo for Service Providers products, how they have evolved, and where they are headed.

The Maximo Service Provider products support several business models:

- An outsourcer who manages the facilities and the assets of their Customers and provides maintenance services for those facilities and assets.
- A manufacturer who provides after-sale support on their products and sells Aftermarket Service Agreements and Extended Warranties on those products.
- An outsourcer who manages the IT infrastructures for their Customers
- The IT Organization who manages the IT infrastructure within a corporation and charges for those services with internal chargebacks.

The Service Provider product drives profitability with timely and accurate billing to improve cash flow, and improving the service delivery process to reduce costs.

This presentation will cover the basic components of the Service Provider product and the new features in the latest release – Service Provider 7.5, which includes the Billing Schedule to automate the monthly billing of Managed Assets, Usage, and Items that are covered by an aftermarket Service Agreement.

Bo Batty is the Product Architect and Designer of the Maximo for Service Providers product. He has been responsible for the Service Provider product since its inception in 2007 and has worked with the Maximo product since 2000 where his responsibilities include the Labour, Crafts, Qualifications, Person, Person Group and Locations applications.

## **Session 10, Track 7: Best Practices for EAM – Goulburn-Murray Water and Coca-Cola Amatil**

Stephen Nioa, Maximo System Administrator, Goulburn-Murray Water

Matt Hay, CCA

During January 2011, a significant rainfall event occurred with the Goulburn-Murray Water operational area. This resulted in significant flooding in northern Victoria. As this event unfolded significant damage was being reported to both our wholesale and retail assets. During this event G-MW used the IBM Maximo product to

- Link to operational systems to provide maintenance officers with real time data on customer issues
- Linked to our GIS to provide a spatial view of issues
- Linked to external web sites via the GIS to provide road blockages to provide information to maintenance officers undertaking service request and work orders
- Reported on works progress and completed activities
- Used the reported issues in Maximo to priorities works to achieve service standards
- Linked back to our incident control room for updated information

This was all achieved within a 24 hour period and provide significant benefit during the flooding event, and has been used as a model for future similar events.