

PUBLIC SECTOR CASE STUDY

## Aberdeenshire Council, Confirm

“THE TIME AND COST EFFICIENCIES WE’VE REALISED WITH CONFIRM ARE SUBSTANTIAL.”

David Clark, Principal Systems Development Officer, T&I Service, Aberdeenshire Council.

CONFIRM HAS ULTIMATELY ENABLED US TO CONSOLIDATE THE MANAGEMENT OF OUR MAIN INFRASTRUCTURE ASSETS INTO ONE SYSTEM.



### Challenge

With over 30 geographically dispersed maintenance locations, over 20 legacy computer systems and numerous disparate business processes for managing maintenance activities, Aberdeenshire Council’s Transportation and Infrastructure (T&I) service needed to standardise on a single asset management system to increase shared efficiencies, reduce data set duplication and realise cost savings.

### Solution

Aberdeenshire T&I selected Confirm from Pitney Bowes Business Insight to deliver an integrated asset management system covering all of the Council’s main infrastructure assets, including 5,500km of roads, 1,200 buildings (non-housing), 1,600 bridges, 43,000 streetlights, 10,000,000m<sup>2</sup> of parks and open spaces, and 1,800 bus stops and shelters.

### SUMMARY

Aberdeenshire Council’s Transportation and Infrastructure (T&I) service – which brings together the functions of transportation, roads, property, economic development, grounds maintenance and highways maintenance – took the decision to purchase a single integrated asset management system that could cover all of the Council’s main infrastructure assets. Its aim was to maximise business benefit and cost savings by radically reducing its IT overhead and enabling its staff to work smarter and more efficiently.

Confirm<sup>®</sup> from Pitney Bowes Business Insight was chosen as the solution that best met the needs and objectives of T&I. These objectives included:

- Create a single list of roads, parks and public buildings
- Improve communication between Council and contractors
- Improve citizen service accountability and response times
- Standardise management and maintenance processes
- Comply with national standards and codes of practice such as BS7666 and National Street Gazetteer (NSG)
- Utilise integrated GIS mapping and link with corporate GIS systems
- Integrate with corporate, financial, CRM and email systems
- Automate paper-based inspections with mobile computer field-based devices
- Meet e-Government objectives for customer fault reporting

Previously, separate business functions referenced their assets to different lists of roads, parks and public properties, which led to extensive duplication of effort and non-compliant datasets. Confirm enables all information collected about an asset such as condition survey reports, valuations, drawings, ownership details etc. to be linked to a single, non-duplicated asset record created on the system.

David Clark, Principal Systems Development Officer, T&I Service, Aberdeenshire Council, comments: “By creating one central depository for all information about an asset, we now have a single version of the truth across all of our maintenance operations. Inspection staff are no longer wasting their time needlessly duplicating data in separate systems.

“Aberdeenshire T&I is unusual in that we also use Confirm to manage the day to day repairs of municipal buildings such as schools, as well as roads and street lighting. This means that we’re using Confirm to log property requests from a variety of non-highways department users, including education, social services and housing.”

Buy-in from middle management across departments was achieved by providing all client officers with online access to the Confirm system, enabling them to monitor progress with their works request in real time. Easy to understand dashboards also help to visualise job status. Confirm generates 300+ scheduled monitoring reports which are automatically delivered to managers on agreed timescales.

## “TO THE BEST OF OUR KNOWLEDGE, CONFIRM HAS ENABLED US TO IMPLEMENT THE MOST INTEGRATED AND COMPLIANT ASSET MAINTENANCE MANAGEMENT APPROACH OF ANY COUNCIL IN THE UK.”

David Clark, Principal Systems Development Officer, T&I Service, Aberdeenshire Council.

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Integration with the Council's Contact Centre enables staff to inform the public as to the status of individual works as required. This level of detailed insight has improved T&I's accountability with citizens, and enabled the Contact Centre to handle enquiries more efficiently.

Confirm has also been directly integrated with interactive map and text-based services on the corporate website to provide citizens with a user-friendly road fault reporting portal, which fully meets e-Government requirements for road-related faults.

By replacing the previous labour-intensive paper-based process and enabling external contractors to have direct and seamless access to the maintenance system, Confirm has empowered T&I to move to 100% mobile computer-based road inspections. Maintenance requests can now be sent electronically to field workers' mobile devices so that repairs can be completed quickly and efficiently. The need for inspection staff to return to their office to write up reports and re-key data has also been significantly reduced, representing a major time and cost saving.

Confirm is used to schedule and manage over 41,000 non-routine repairs a year and, by providing a standard approach to the maintenance of all T&I infrastructure assets, has enabled administrative and management procedures to be streamlined and improved.

In addition, the robust nature of the inspection process has improved compliance, mitigating the risk of the litigation and potential fines.

### RESULT

With local councils having to 'do more with less' in the face of ongoing public spending cuts, Confirm's consolidation of 20 separate maintenance systems into one has provided significant economies in licensing, plus a significant reduction in hardware and software support costs.

Confirm has also made it easier for internal KPIs to be both measured and consistently met. The system automatically generates the performance information, reducing the need for manual analysis of data. Significant improvements since the introduction of Confirm include:

- Street lighting repairs – repairs completed within seven days grew to 98.7%, representing a 16.5% improvement over the previous two years
- Works instructions completed within a specified timescale rose to 89.5%, representing a 5.5% improvement over the previous two years
- Road safety inspections completed in accordance with Council policy reached 100%, representing a 4% improvement over the previous two years

“Confirm has ultimately enabled us to consolidate the management of our main infrastructure assets into one system. To the best of our knowledge, we now have the most integrated and compliant asset maintenance management approach of any Council in the UK. The time and cost efficiencies we've realised are substantial,” concludes David Clark.

### THE PITNEY BOWES BUSINESS INSIGHT ADVANTAGE

For over 25 years, Pitney Bowes Business Insight has been helping the public sector to address challenges ranging from outsourcing and shared services to policing and contingency planning. Our comprehensive portfolio of software solutions empowers organisations to do more with less, enabling significant time and cost savings while increasing levels of citizen satisfaction.