



SA Water

Improving Customer Satisfaction with Technology and a New Maintenance Management Plan

Ahead of the 10th annual Field Service Management summit we chat to Susie Butler, Manager of Business Improvement, Operations and Maintenance at SA Water. Susie shares with us details of SA Waters new asset and maintenance management plan that is enabling field service staff to utilise technology to improve business efficiency and increase customer satisfaction.

Prefer to watch the interview? Check out the full interview [here](#)

How did SA Water Strategically Integrate a New Asset Management Plan?

Susie: We wanted to make sure we'd involved everybody, right from our customers through to our Customer Service Centre, our asset management, our works management process, our planners, our field staff, everyone, to really ensure we got that end-to-end, full scope perspective, because we needed integrated systems rather than stand-alone systems, which mean lots of data entry and reworking.

So, our approach was really a combined effort between our Business and our IT department, and that collaboration has really helped us to move forward. So, the business gets what it needs, our customers get what they need, and as a government entity we're still able to remain secure, and meet any regulations and restrictions that we have to do as a government entity.

How Is SA Water Utilising Technology and Automation to Improve Maintenance and Customer Relationships?

Susie: We're using technology in a lot of ways. We have a four-year digital roadmap in place that we're working through. One of those key elements - our foundation piece - is our work order app; so, that's taking our paper-based work orders on to an electronic app that our field staff use.

This work order application is actually linked to our central system, which enables us to then pass information on to our customers in near real time about what's happening with regards to maintenance work – so either the fault, or the issue that they've raised. So, from that perspective, really, we've got a lot planned. We've integrated our foundation piece now and we're working through our asset mobility journey.

What Tools does SA Water Use to Manage Assets and Maintenance?

Susie: Our core system is Maximo, and we use that as our main works management system. We also have that linked to Ellipse, which we use for procurement, as well as for our parts and stores management. We have introduced some new systems though too. E-catalogue is another one, to make ordering of stores and procuring of services more efficient, and then, of course, there's our work order app, which is our field services technology.

So, those are the key systems, really, we've got in place now, but that is all developing. We've got a lot of things on the horizon over the next few years, in GIS and in safety. We're really looking to move the whole business forward in the mobility space.

What Does the Future Hold for SA Water in Regards to Asset Management?

Susie: Getting more of our staff on the work order app; so, really utilising that capability across the business, where it's going to give business benefit, is a high priority as it streamlines all maintenance works.

Our major big-ticket item is advance scheduling and dispatch. So, we've selected Click Field Service Edge, and we're in development phase now for that. We're hoping to roll that out towards the middle or end of this year, and really optimising it and all our maintenance schedules, so that we can take away some of that manual decision-making. We want the system automating that grunt work, so we can use our people for that value-add, real, more intelligent decision-making that needs to be done.

While scheduling of maintenance works is a big focus for us, we also want to look more at innovative technology. For example we're looking at, Fly360 which enables a wearable 360-degree camera, or a camera that you can actually put on a stick or some other element, so we can actually use that, rather than sending somebody into a confined space. Being able to use a camera to see and make a decision for there is always preferential to sending somebody down into a confined space. We're also looking into utilising drones for tank inspection.

We really want to embrace technology and use it to help us deliver our goal - which is deliver world class-water services for a better life. By embracing technology, that's really going to help us achieve that.

What are the benefits of attending an event like FSM 2018?

Susie: I think there are a number of benefits. Firstly meeting our peers and colleagues in the utilities space, but also the event provides the opportunity to meet other private sector companies that have similar requirements, and similar challenges, but in a totally different industry – which is always interesting.

So there has certainly been a number of benefits to attending the event. One is learning from other people and seeing how they're dealing with their challenges. The second benefit is being able to share information and experiences. So hopefully we've been able to share our experiences and that's proved helpful for others, but we're also learning from the way others are doing things and we've definitely already taken away some ideas, especially around avatars and using those in computer based training packages, so it's been great.

*If you found this interview interesting and want to learn more about seamlessly integrating strategic new field management operations into your business for improved efficiency and customer experiences, then join us at the **Field Service Management Summit 2018**.*

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