



About Vetasi

Vetasi are the UK's leading Consultancy specialising in the implementation of Work & Asset management systems in Europe. We are IBM's first & only UK 'AAA' certified Business Partner for Maximo. Our extensive experience across the Utilities Industry can be summarised in the following points:

- Qualified Asset Management experience in the Utilities Industry - recently delivered two major implementations of Maximo at leading UK based Water Utilities.
- Vetasi has a proud history working with clients to deliver the 'best appropriate practice' asset management solutions.
- Readily acknowledged as being a leader in Strategic Asset Management application implementers.
- To deliver Work and Asset Management solutions, Vetasi employ some of the most experienced Maximo consultants in the world.
- Vetasi have developed a unique value added implementation methodology for delivering software solutions,
- Vetasi has successfully implemented more asset management projects than any other Service provider in Europe. In doing so Vetasi has proved its ability to deliver with great client references. We have an unrivalled record of delivering Asset & Maintenance solutions.

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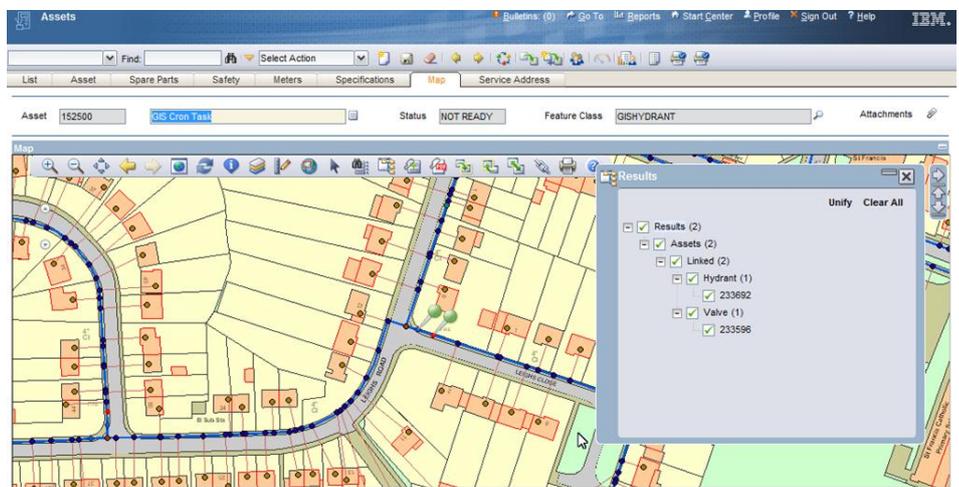
www.vetasi.com

Vetasi's GIS Integration to Maximo

Vetasi has a range of experiences applying ESRI's GIS technology to solve business problems and to generate business benefits within Work and Asset Management solutions. Our consultants are specialists within Asset Management and have on-going training in the latest GIS and related technologies.

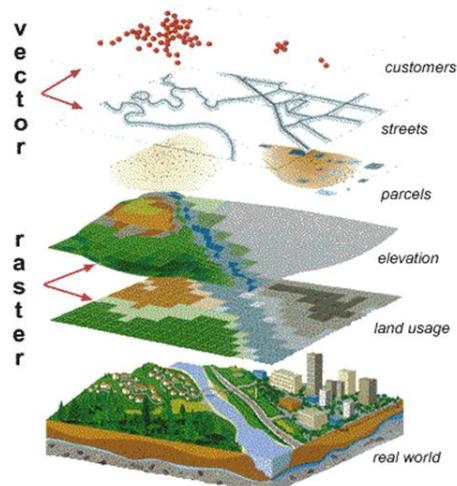
Maximo Spatial

- Off-the-shelf integration
- IBM Maximo + ESRI ArcGIS Server
- Spatially enable any application within Maximo



Benefits

- Visualize spatial relationships among managed assets and other mapped features
- Seamless user experience; work management users able to access GIS from within Maximo
- Improves work planning and analysis needs whilst eliminating the need for data duplication
- Create efficiencies in business processes and improves communication
- Real-time integration
- Leverage investment in GIS
- Enhanced decision making; access to external spatial data sources, via ArcGIS





South East Water implements enterprise-wide asset management with the Water Industry solution from Vetasi

The Challenge

Following a major corporate merger, South East Water (SEW) wanted to consolidate to a single asset management platform that could manage both production and distribution assets for the whole business, enabling further improvements to the service provided to its 2.1 million customers.

The Solution

Working with Vetasi, an Esri Business Partner, SEW upgraded to the latest version of their Asset Management solution, and migrated data from the acquired company's asset databases into the new system. The team also developed a custom interface for mobile devices and GIS application based in the client's Spatial application using Esri Technology.

The Benefits

- Single repository for asset- and job-related information on above- and below-ground assets gives SEW a holistic view of asset-related data.
- Single company-wide system acts as a hub for all operational tasks and data, and provides the flexibility to respond to changing business requirements using native functionality.
- Personalised dashboards and automated workflows help staff manage workload more effectively.
- CRM integration gives call-centre staff direct access to information on the progress of reported problems.
- Spatial integration will allow work orders to be generated against both above-ground assets (which exist as entities in the AM database) and below-ground assets (which only exist in the ArcGIS). The spatial tab will give AM users a direct view of the GIS map information.
- ArcGIS integration also enables the production of accurate Highway Notices for locations that may be affected by works, reducing SEW's potential exposure to financial penalties.

South East Water (SEW) supplies clean drinking water to 2.1 million customers in Kent, Sussex, Surrey, Hampshire and Berkshire, UK. It employs over 600 people, manages 14,500km of water mains, and operates numerous water treatment plants and reservoirs. SEW is regulated by several government bodies, including OFWAT, The Environment Agency, DEFRA and the Drinking Water Inspectorate.

In 2007, SEW was acquired by Hastings Fund Management and merged with Mid Kent Water. The two water companies were using different asset management systems. The new company wanted to consolidate to a single system. The board asked the company's operations team to make a straight choice between the two incumbent solutions.

Talking our language

"Successful asset management projects are less about IT capabilities and more about understanding and meeting the needs of the business users – whether they are engineers or managers," says Martin Giel. "The project team from Vetasi really impressed us; they had a solid background in engineering and could talk to us in our own language. They were quick to understand what we wanted from the solution, and they had the technical skills to implement it successfully."

The project was handled in two main phases. The first was to support the business units that manage water production, which involves aquifers, treatment facilities, reservoirs and other above-ground assets.

"For the above-ground assets, the Asset Management solution already offered the majority of the functionality we needed, so there wasn't too much need for customisation," comments Martin Giel. "Vetasi helped us migrate the data, and our in-house team used Web Services to integrate the Asset Management solution with a custom-developed application that enables our engineers to access the system from their laptops over a wireless network."

Realising the benefits

The second phase of the project has now been in production for more than six months, and SEW is already seeing significant results.

"The new version of Asset Management solution is a real upgrade in terms of ensuring correct working practices are followed at all times: there are no short-cuts and every job is tracked from the initial work order through to completion," comments Martin Giel. "This not only helps us check that jobs are completed properly – it also ensures that we have all the correct reports and documentation in place. So when we are dealing with the regulators, it's much easier for us to provide all the information they need."

Looking to the future

By integrating the solution with its CRM solution, SEW also aims to improve customer service.

"The ultimate goal is to enable full data-sharing between the two systems. When a customer calls to report a problem – a burst water main, for example – the call centre team will be able to use the CRM system to create a work order in the Asset Management solution. They will also be able to access the work log, so if the customer calls back again later to check on the status of the job, they can see all the relevant information and answer the customer's questions. This should help us to be more responsive and offer a better service."