



Business challenge

AMS was in the process of renewing its contract with its biggest client. It required a sophisticated asset management solution to enable smarter, more efficient work processes and greater mobility.

Transformation

AMS worked with BPD Zenith to transform its operations by introducing a single point of control for asset management that enables smarter planning, scheduling, dispatching and tracking across the company.

Business benefits:

Increases
reporting efficiencies,
driving smarter decisions

Enhances
maintenance planning and
scheduling for more efficient
operations

Improves
mobility for workers in the
field

Australian Maritime Systems: asset management boosts efficiency, field mobility and decision-making

Australian Maritime Systems (AMS) manages, constructs and maintains aids to navigation networks, maritime information systems and associated maritime assets. It operates around the entire perimeter of Australia, providing systematic monitoring and carrying out maintenance projects.

"The MaxiCloud migration was straightforward, and gives us access to exciting new Maximo features."

Matt Lyons, IT manager,
Australian Maritime Systems



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Growing responsibilities call for greater capabilities

In 2014, AMS began the process of renewing its contract with its biggest client, Australian Maritime Safety Authority (AMSA). If successful, AMS would be responsible for maintaining an extensive cache of aids including traditional lighthouses, beacons, buoys, Racons, Differential Global Positioning System stations, radars, Automatic Identification System stations, broadcasting tide gauges, wave rider buoys and a weather station.

The new contract would require dedicated, targeted innovation and upgrading some aspects of the aids. AMS would be contractually obliged to have the best and latest asset management software available and be agile enough to adapt to handle growing requirements and more complex capabilities.

AMS's first port of call was to consult with BPD Zenith for advice and to act as the thread between the users, the processes and the technology.

More efficient asset management, less system maintenance

While AMS had previously been using an older version of Maximo, BPD Zenith recommended an update to version 7.5 to take advantage of its increased functionality, enhanced system integration, and its flexibility to integrate with other applications.

The latest version would also allow AMS to automate all aspects of maintenance operations, including equipment history, scheduling, preventive maintenance, work orders, labor and expense tracking, procurement and reporting.

The next step was for BPD Zenith to run a cost comparison analysis for AMS on deploying Maximo on premise versus via the cloud. The results clearly showed that MaxiCloud – BPD Zenith's software-as-a-service offering for Maximo – was the better option, because it lowered the entry cost and relieved the IT department of maintaining and supporting the product.

“BPD Zenith got us interested in the cloud environment. We liked what they proposed and it worked with what we wanted to achieve as well as with our budget,” said Matt Lyons, IT manager at AMS.

The initial part of the deployment involved upgrading AMS to the latest version of Maximo; moving the solution from on premise to the cloud; and integrating it with the AMS financial system. The migration began in May 2014 and was completed in September. Meanwhile, AMS successfully re-signed with AMSA in July.

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Smarter, more mobile operations and future plans

The entire project was based on a strategy for smarter operation. It was part of a larger Internet of Things (IoT) journey for AMS. The long term benefit of IoT is to transform the ease and performance of AMS's work – by improving operational processes with increased access to more detailed data, by providing real-time data, and by creating more efficiencies with connected devices and services.

Matt Lyons says not only was the migration process straightforward, feedback from the 55 Maximo users – comprised of contractors, supervisors and field technicians – was immediately, unanimously positive.

“The migration to the cloud and deployment wasn't as complicated as I thought it was going to be, and while the team was largely happy with Maximo 5 they were really excited about the upgrade. They found it really easy to adjust the refreshed interface and extra features of the latest version of Maximo.”

He continues, “BPD Zenith knew what they were doing and the cloud migration went well; it was on time and within budget, which is great for such a large migration.”

Administrative performance has since improved, and data duplication has been reduced thanks to more automated processes and the enhanced functionality of the solution's supply chain, migration, work and asset management and PM forecasting features.

According to Lyons the upgrade couldn't have come at a better time: not only did it coincide with the new AMSA contract, but also with new reporting systems and new safety compliance requirements. “Without Maximo we would have been really bogged down with extra admin, but the new, smoother version has simplified tasks and decreased the amount of time we need to spend on reporting.”

AMS also invested in Maximo's Scheduler module, which allows it to plan more efficiently and accurately – viewing all site visits and maintenance schedules graphically on a Gantt chart.

“Scheduler helps us significantly in our planning phase each year, and tweaking schedules is a much simpler process. This is especially helpful as we continue to make our workforce more mobile – reducing our fixed sites from six down to three.”

The company's mobile strategy has also progressed, due to a new tablet application that AMS has developed using Maximo and a third-party Maximo partner, Datasplice. The app was created to help the AMS team capture and track geographically dispersed assets using RFID.

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"The app is intuitive, provides field technicians with extra information, and prompts them about specific and nearby assets while they are working. They can update asset records on-site and sync the updated information back into the main system later on. This helps us be more thorough and get it right the first time – which is important, because if they miss anything, it can be costly. You can't just jump on another helicopter and head back if you forget something!"

The decision to move the asset management system to a managed cloud-based service has proved to be advantageous beyond just budget.

"With BPD Zenith managing Maximo, it is saving me personally four to five hours a month; and probably 99.9 percent of the time the BPD Zenith team is handling technical support issues that we don't have the skills or capacity to handle," reports Lyons.

AMS's upgrade to Maximo 7.5 on MaxiCloud has also opened the doors to exploring other technology enablement that will help the organization become an even smarter operation - incorporating predictive analytics and real-time data into planning practices to empower qualified decision-making.

"We are currently in proof of concept stage to extend our footprint of Maximo to interface with real time data feeding portals – particularly those involving weather and tidal information. This will allow us to plan, adapt and respond to conditions that change regularly and can affect the safety and productivity of work," says Lyons.

"We are constantly improving our systems and processes and they are only going to get more efficient with Maximo the more we automate and the more capabilities we explore."

Solution components

- BPD Zenith MaxiCloud solution
- IBM® Maximo® Asset Management 7.5
- IBM Business Partner BPD Zenith

Take the next step

BPD Zenith is an award-winning global provider of enterprise asset management systems. As a Gold Accredited Partner for IBM Maximo Asset Management, BPD Zenith provides Maximo expertise to all asset-intensive industries including cloud, customization, implementation, licensing, SaaS and support. The company's approach has always been straightforward: it provides no-nonsense, expert advice, and its clients receive a system that matches their business requirements, on time and within budget. To learn more, please visit bpdzenith.com

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