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The Need for Utilities Companies to Adapt

Organisations in the utilities industry face a constant challenge: How do we most effectively manage our revenue-producing assets? Organisations must ensure return on net asset against the backdrop of disruptive changes in technology, evolving customer expectations, increased compliance requirements and an aging workforce.

How We Can Help

The Certus team has collaborated with progressive utilities in their programmes to meet these challenges. These organisations have realised enhanced levels of operational excellence, increased productivity, asset utilisation and have met regulatory compliance requirements. The outcome: Achieving a competitive advantage in a difficult commercial landscape.

Delivering Results

Certus Solutions is the largest IBM systems integrator and reseller in the Australasian region, with a complete end-to-end IBM offering we call Certus PurePlay. We have been helping energy and utilities companies achieve their business objectives for more than 20 years. Utility industry-certified by IBM and an IBM Premier Business Partnership, Certus brings its PurePlay advantage to downstream and upstream energy and resources operations and water supply operations.

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Environmental Risks

People are the most important asset for any organisation and keeping them safe is not just a compliance obligation, but a social and moral one. Simplifying and streamlining the risk management, hazard awareness and compliance reporting processes through the deployment of an industry standard-based application set will ensure that you provide maximum protection for your people.
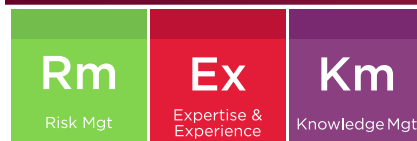
Risk Management

There is a high level of risk working in the utilities sector. How well do you communicate the level of risk to your stakeholders? Does your Risk Management strategy reduce the probability of incidents occurring?

The greatest potential risk in the Health, Safety and Environmental discipline is to expose your workforce to an unsafe operating environment. The ensuing reputational and financial implications pose a serious threat to your organisation.

What are core components of reducing that risk portfolio to your stakeholder community?

Data Quality Framework – Solution Elements

Rm	Ex	Km
Risk Mgt	Expertise & Experience	Knowledge Mgt

Our Data Quality Framework solution comprises multiple elements, with the ability to tailor and define an offering matched to your business needs. With Certus you'll have access to a comprehensive portfolio of technology and services that can be customised to give you the best results.

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Risk Assessment

Does your organisation have a "Single Point of Truth" for assessing risk for your locations and assets? The ability to simply and easily understand what the level of risk is throughout your asset portfolio will serve your entire stakeholder community.

Many organisations find this information distributed across multiple business units and software solutions, with little clarity as to who is responsible for maintaining the information. More importantly, there is no method to ensure the information is correct and being communicated to the people who need to know every day.

Hazard Awareness

Hazard Awareness alerts workers to the dangers that exist as they arrive at an asset to perform maintenance or repairs.

By deploying a dependable mobile technology solution into the field, an organisation can allow field staff to carry the operations centre in their pocket – enabling almost immediate productivity, efficiency and safety outcomes.

In the case of a power pylon, you would have a beacon on a tower that activates a popup/notification on a worker's smartphone that says, "Here are the 3 things you need to to be aware of at this particular site." This builds on the consolidation of information and brings it to the mobile devices of your workforce to keep them constantly informed of potential hazards.

Data Quality Framework – Solution Elements

Is	Mo	Pm
Industry Standards	Mobility	Process Mgt

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Data Quality Framework – Solution Elements

Bp	Ds	Bi	Gc
Best Practice	Dashboarding	Business Intelligence	Governance

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Mobilise Your Workforce

Delivering the right information, to the right person, on the right device and regardless of geography.

The business benefits of mobilisation are becoming evident, and nowhere more so than in the distributed environments of asset-intensive organisations. Mobility is a business must-have, increasing productivity, driving operational excellence and putting powerful workflow tools in the hands of employees where and when they need them the most.

Field Workforce Management

Workforce management provides a common set of performance-based tools to support management, front-line supervisors and workers across manufacturing, distribution, transportation and retail operations.

Taking the field process and making it mobile is now integral for today's utilities providers. Utilising a smartphone or tablet app gives your field workers access to data that they never would have had access to before and enables them to update this as they work. This enables a degree of process automation, improves accuracy and consistency and can drive employee productivity. Real-time access to information, allows field personnel working in remote locations to complete a full day's work without having to synchronise back to head-office systems, thereby optimising efficiency.

Data Quality Framework – Solution Elements

Sw	Mf	Ux
Service & Work Mgt	Mobile First	User Experience
Ci	Wm	
Cloud Integration	Workflow Mgt	

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Inventory Management

Asset-intensive organisations need to ensure the maximum operational efficiency of their key assets. Uptime often equates directly to profitability, so managing inventory for spare parts or consumables is critical. This must, however, be a balanced approach, weighing risk of downtime against cost of stock.

Creating an integrated and streamlined process, especially across multiple locations and remote field-sites, can be a challenge and duplication or poor management can result in waste and high cost.

The key to successful inventory management is to create a single view with an integrated and robust process flow. Combining inventory management with mobility, workers are able to complete tasks like stock take then and there and on one device. Everything will be fed back to the main system, meaning unnecessary paper and process steps are eradicated and accuracy is increased.

Improving the accuracy of your inventory will reduce costs through optimised stock levels, reduce the risk of downtime through missing inventory, provide better visibility for decision making and improve productivity with optimised processes.

Data Quality Framework – Solution Elements

Sm	Am	Sc
Systems Migration	Application Modernisation	Supply Chain Mgt

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DATA QUALITY

Data Management

Does your organisation have too much data and too little information? Your ability to access timely and reliable information for your decision making, compliance and ongoing asset management is critical to achieving successful business performance. Certus is a specialist in the design and delivery of solutions that enhance the flow of information in your organisation allowing you to make tactical and strategic business decisions using trusted and timely information. These powerful solutions empower you to optimise your asset management process and ensure regulatory compliance.

Single View of Assets

Many utilities companies face a reality where multiple measures of data have been kept by different users or siloed departments have disparate systems of record. Compounding this, Individuals often have their own spreadsheets which are their personal view of the data. Having multiple, siloed versions of the truth creates several problems, from improper maintenance, compliance breaches to unnecessary complexity and communication breakdowns.

Gaining a single view of assets is about recognising that there are multiple systems of record that identify those assets and gluing them together into a single view.
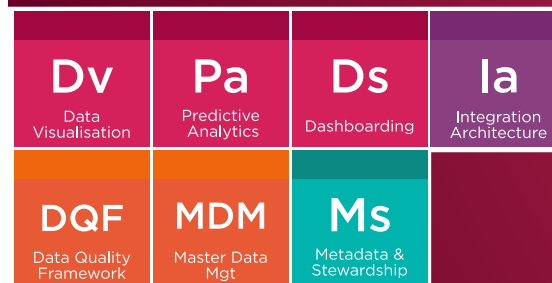
This does two things:

• Ensures data is accurate and of a high quality.

• Enables workers to see the data from these other systems in a common interface.

Providing an optimised user experience for this single view is also important to facilitate an easy understanding of the information for all workers.

This enables, for example, better communication between maintenance and an operation network monitoring system. Everything you want to know about the asset is being communicated to someone who can then operate that asset infrastructure intelligently.

Data Quality Framework – Solution Elements

Dv	Pa	Ds	Ia
Data Visualisation	Predictive Analytics	Dashboarding	Integration Architecture

DQF	MDM	Ms
Data Quality Framework	Master Data Mgt	Metadata & Stewardship

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Regulatory Compliance

Single view of asset leads into the ability for organisations to measure and apply their level of compliance.

In a heavily-regulated industry, you need to comply and you need to provide evidence of your compliance. Having a single view of your data makes all your operations clear and identifies whether you are fully compliant or if there is an issue which needs addressing.

Companies can also utilise improved data quality to gain an edge in the regulatory compliance stakes.

For one utility company we worked with, they were able to take advantage of a new pricing model by proving to their regulatory authority that their data was at a high standard across the organisation.

Data Quality Framework – Solution Elements

Dq	Ig	Gc
Data Quality	Information Governance	Governance
Cp	Bp	Bi
Compliance	Best Practice	Business Intelligence

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OPERATIONAL EXCELLENCE

Drive Process Efficiency

Operational excellence enables an enterprise and its leadership to continuously improve all areas of performance. Within asset-intensive Industries specifically, size, scale, geography and other operational complexities make the need to focus on robust process improvement critical to success.

Certus can help you drive cost out of your business with a series of systems and tools geared toward the sustainable improvement and performance of your business operations.

Asset Optimisation

Time is paramount for utilities providers. Every minute that a turbine isn't spinning at a dam is a minute where power isn't being generated and every time there isn't access to a rail line, that train isn't generating revenue.

Asset maintenance is essential but undertaking preventative or predictive maintenance and preventing issues before they arise will ensure as little downtime, and therefore impact, as possible.

The KPI for any asset is overall operating efficiency, which reveals whether or not output is as it should be everyday. The assets need to be working in their most optimal state as often as possible, but you don't want to over-maintenance these.

You ideally want to predict when an asset is going to fall out of its optimal state and repair it at that time.

To do this, we help you analyse asset performance to identify trends, based on historical knowledge, to predict when the asset is going to fail. From here you can set aside a window of time to repair that asset and get it back to its optimal state again.

Data Quality Framework – Solution Elements

As	Lm	Is
Asset & Facilitie Mgt	LifeCycle Mgt	Industry Standards

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Process Automation

Process automation in an asset-intensive world is all about improving business processes and reducing the number of low-value activities that people participate in.
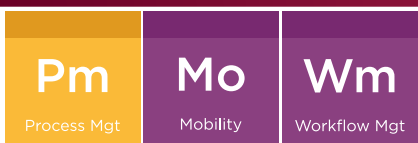
This is really about asking yourself, "What are we doing on paper today that we're going to do electronically tomorrow?"

Essentially, what this helps you do is eliminate spreadsheet-based tasks by transferring this information into one system which can then automate tasks and notify workers of the status of assets in near real-time.

This leads to a productivity gain, financial gain (using less resources) and improved accuracy by removing human error from data entry processes.

Data Quality Framework – Solution Elements

Pm	Mo	Wm
Process Mgt	Mobility	Workflow Mgt

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Knowledge Retention

One of the big challenges being faced in industry today is the aging workforce.

Most of the people who work on these assets have been doing so for 30 years and are in their 50s. So how do you get all of the information in their head into the hands and heads of new graduates and new hires who will be responsible for the operation of these assets in the future?

Cognitive computing systems like Watson can be implemented and filled with structured (project reports) and unstructured (social media, customer service calls) data. Through this, the knowledge of engineers can be scaled and analysed so insights and information can quickly be made accessible to a wide group. With natural language recognition, workers can ask questions just like they would a senior colleague, with Watson's added insight capabilities opening the door to faster resolutions, improved process flow and better operational outcomes.

Data Quality Framework – Solution Elements

Km	Ux	Ra	Bp
Knowledge Mgt	User Experience	Reusable Assets	Best Practice

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CERTUS PURE**PLAY**

Our methodology –
a combination of applied knowledge, technical expertise and inspiration.

As the most respected IBM channel partner in Australia & New Zealand you can count on the Certus PurePlay methodology to truly make a difference to your business success.

PurePlay means that when you engage with Certus, you are leveraging the accumulated expertise of the most qualified IBM professionals in the region. We apply inspiration, along with global best practice and performance standards, derived from working with leading enterprises. This delivers extraordinary software project outcomes every time.

Proven IP

- Best Practice Process
- Reusable Assets
- Holistic Approach

Expertise

- Smart People
- The Right People
- IBM People

Platinum Standards

- Built on Industry Standards
- Exceeding Compliance Requirements
- Experience, Determination and Attitude

Digital Alchemy
at work for you

The periodic table represents a way of organising the known elements. This principle also applies when combining Data, Devices and Design – entirely new business outcomes are created when the right elements are combined.

Unlock hidden potential with SYSTEMS INTEGRATION

When systems, processes and people are brought together digital platforms, supply chains and asset management can be integrated to make better sense of data, improve analysis, automate workflows and manage information.

Embrace the future with TRANSFORMATION SERVICES

By taking the knowledge and experience of what's worked in the past and applying it to new ways of interacting and working, you get the benefit of your previous investment in an increasingly digital world.

Empower your people with PLATFORMS + CAPABILITY

You can count on our extensive industry knowledge, ecosystem of partners and enterprise experience, to help your people navigate new technology and 'as a Service' offerings.

CERTUS Periodic Table

Information Management	Analytics	Digital Business Solutions	Enterprise Asset Management	Consulting and Processes	PurePlay Methodology	Licensing	Industry Experience	IBM Technologies

Dw — Data Warehousing

An — Analytics

Ms — Metadata & Stewardship · **Pa** — Predictive Analytics

Rt — Retail · **Tr** — Transport · **Ma** — Manufacturing · **Cl** — Cloud

Ig — Information Governance · **Bi** — Business Intelligence · **Wa** — Watson · **Uc** — Unified Comms · **Ip** — Intranet & Portals · **Km** — Knowledge Mgt · **Av** — Advanced Case Mgt · **Am** — Application Modernisation · **Sm** — Systems Migration · **Bp** — Best Practice · **Cp** — Compliance · **Fm** — Fund Mgt · **Hc** — Healthcare · **Ed** — Education · **Cm** — Commerce

Dq — Data Quality · **Ds** — Dashboarding · **Cc** — Cognitive Computing · **Ad** — ApplicationDev · **Ws** — Web Solutions · **Ia** — Integration Architecture · **Im** — IT Asset Mgt · **Sa** — Staff Augmentation · **Gc** — Governance · **Ex** — Expertise & Experience · **Sp** — Software Purchase · **Rn** — Software Renewals · **Ut** — Utilities · **Gv** — Government · **Mf** — Mobile First

Ar — Architecture · **Bu** — Budgeting · **Dv** — Data Visualisation · **Ux** — User Experience · **Wm** — Workflow Mgt · **Sb** — Social Business · **Sw** — Service & Work Mgt · **Pm** — Process Mgt · **Ec** — Enterprise Content Mgt · **Ra** — Reusable Assets · **Is** — Industry Standards · **Co** — Cost Mgt · **Bk** — Banking · **Te** — Technology · **Sc** — Security

Dm — Data Migration · **Re** — Reporting · **Tm** — Transition Mgt · **Es** — Ent. Service Business · **Mo** — Mobility · **Mc** — Mail & Calendar · **As** — Asset & Facilities Mgt · **Lm** — LifeCycle Mgt · **Sc** — Supply Chain Mgt · **Ho** — Holistic Approach · **Cr** — IBM Certified · **Rm** — Risk Mgt · **In** — Insurance · **Cu** — Credit Unions · **Wa** — Watson

Managed Services

Op — Operations · **Ap** — Application Support · **Ae** — Application Evolution

If — Infrastructure Services · **Ci** — Cloud Integration · **Sd** — Service Desk

Mobility as a Service

Fo — FieldOps Apps · **Mk** — Marketing Apps · **Fi** — Finance Apps

Os — Operation Apps · **It** — IT Apps · **Hr** — Human Resources Apps

Catalysts

CUSP — Utility Services · **MDM** — Master Data Mgt · **Fu** — Future

DQF — Data Quality Framework · **Ac** — Acuity · **Fu** — Future

Partner Ecosystem

Ux — User Experience · **Dd** — Digital Design · **Md** — Mobile Dev

Ea — Enterprise Architecture · **GIS** — Geographic Info Systems · **Cn** — Consulting

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