



You Can't Spell Team without EAM:

How an Enterprise Software Solution
Brings Your Organization Together

AssetWORKS

Asset management organizations, like public works departments, are comprised of many moving parts, including internal work groups, like roads, sewer and water teams, and external groups, like city councils, citizens and stakeholders.

To become a high-functioning team, these groups need to have input and access to streamline activities and share information. For many organizations, this presents a challenge due to separate systems collecting information for different groups. In this white paper, you'll learn about the many different systems that can exist within an asset management organization and how a robust integration with EAM can help bring teams together.

Separate systems across an organization can result in:

- Decreased communication between departments
- Less coordination and increased errors
- Increased level of effort (LOE) for gathering data and reports
- Reduced visibility on condition and status of assets
- Increased duplication of effort
- Increased maintenance costs due to non-standard cycles and workflows



System #1: Enterprise Resource Planning (ERP)

An ERP system tracks an organization's resources (like raw materials, cash and employees), overhead and commitments (employee payroll, purchase orders and customer orders) for individual departments and the organization as a whole.

How does an integration with EAM benefit the organization?

Having information related to work orders and purchasing directly integrated with the ERP system would allow for less manual data entry or dual entry of information.

For example: Inventory receipting can be completed in the EAM system and linked through the integration to decrease errors and track inventory actuals.

Where will you notice an impact?



- **Technicians** in the field know when a part is available or can request parts through the work order directly.



- **The warehouse** can identify what parts are being used and provide parts as needed.



- **Restocking and replenishment** can be automated through the integration with the ERP to avoid out-of-stock scenarios.



- **New part requests** can be completed and sent to the ERP system for approval and ordering.

System #2: Geographic Information System (GIS)

A geographic information system (GIS) is a computer system for capturing, storing, checking and displaying data related to positions on Earth's surface. By relating seemingly unrelated data, GIS can help individuals and organizations better understand spatial patterns and relationships.

In all likelihood, your GIS manager already tracks all relevant asset information for the organization. A seamless integration through feature services allows the manager to maintain flexibility with GIS and track information to ensure an accurate asset inventory, while not being forced into upgrades they do not want or holding data in the GIS that doesn't make sense for the organization's goals.

Field technicians can utilize a map-based view without having to be a GIS expert. They can use their location to identify where their work is located, route the best way to the work and track specific maintenance data that is pertinent to ensuring the longevity of the asset being maintained.

Information from the EAM system, like completed work orders or service requests, can be used in GIS to create open data maps for constituents or visual impact maps for administrators.

What areas of an organization does it impact?



Public perception



Mapping processes & procedures



Work management operations

System #3: Telematics

Telematics is the technology of sending, receiving and storing information relating to remote objects, such as vehicles, via telecommunication devices. Telematics systems typically have the goal of efficiently conveying information over vast networks to improve a host of business functions or government-related public services. In the asset management industry, telematics helps track vehicle maintenance issues, location data, fluid levels and much more in order to maintain the life of an asset.

Maintaining a well-managed fleet is crucial to most public works organizations. After all, the fleet vehicles often take field crew members and relevant assets into the field to inspect or maintain assets in the community. With this powerful integration, you guarantee that your organization will have the right equipment available and in good service when your employees need it.



System #4: Supervisory Control and Data Acquisition (SCADA)

SCADA is a bundling of software programs and hardware components used for process control and the gathering of data in real time from various locations in order to control equipment and conditions. SCADA is used in a variety of industries including:



Aerospace



Asset management



Oil & gas



Water & waste control



Automotive

Integrated SCADA programs can be configured to send alerts to your EAM system when data is out of normal ranges or create work orders automatically when specific thresholds are reached.

This assists in lessening the risk of asset failure, while communicating issues faster and prompting work to be completed before small issues become disastrous for your community.

System #5: 311

311 systems help to involve citizens in the betterment of their community. Through 311 applications, constituents can report problems, track progress and feel more connected with the organization's actions.

Integration with 311 systems, or the use of your EAM system's 311 application, can streamline activities from the initial constituent submittal of a problem through the creation of service requests, work completion and then back to the constituent to let them know the work has been done. This process creates a closer relationship with the community and assist organizations with transparency.



One size doesn't fit all

Ensuring that your EAM solution allows for configurable work flow solutions to support your different departments is key to successful and sustainable asset management operations. Organizations that host many disparate work order and asset management systems tend to experience significant decreases in operational efficiency and reporting. From forestry to roads, asset management organizations need to have a single source solution for coordinating and tracking maintenance activities throughout their communities.

AssetWorks EAM supports integrations of all kinds and can help streamline your organization today. Having one system that can support all assets from roads to trees to vehicles to HVAC systems is integral to making certain your organization can meet all the demands that lie ahead and be prepared for the growth that is certain to impact their communities in the future.

To learn more about AssetWorks EAM,
please visit assetworks.com/eam.



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