

# Region Municipality of York Implements Long Term Asset Management Plan

A case study on how Region Municipality of York created a long-term Enterprise Asset Management system utilization and optimization plan as part of their continuous improvement program, with the help of Cohesive Solutions.

## About the Client:

York Region's Environmental Services Department owns and operates over \$3 billion worth of infrastructure, and is responsible for delivering water, wastewater, and waste management and forestry services to over one million residents.

The Environmental Services Department delivers wholesale supply of drinking water to York Region's nine local area municipalities. The Department is also responsible for the collection and treatment of wastewater. Water and wastewater functions include the operation and maintenance of transmission water mains and major sanitary sewers, pumping stations, water storage facilities, production wells and treatment plants.

## Business Challenge:

York Region has been actively adopting sustainable business management practices for water, wastewater, and waste management services.

As part of their continuous improvement program, the Region decided to create a long-term Enterprise Asset Management (EAM) system utilization and optimization plan.

"Cohesive provided us with a five-year plan, which was resource-leveled against our availabilities and budget constraints. With this insight, we can confidently plan our future development."

**- Teresa Colangelo**  
*System Support Specialist*

With any asset management program it is important to have a strategy for continuous improvement and sustainability involving periodic reviews of EAM system utilization. Clear roles and responsibilities are critical to accurate data and analytical reporting. Therein, a formal process review was needed to identify current issues, validate direction, and solidify thoughts onto one document.

## Results/Benefits:

After a round of multipurpose workshops were held, a comprehensive list of actions pertaining to software, process and organization was created. Each line item was categorized, estimated, and prioritized, which became the foundation for the schedule.

Key deliverables included an executive summary, maintenance management playbook, and a resource-leveled five-year plan. The executive summary identified the top three

## About Cohesive Solutions, Inc.

Cohesive Solutions, Inc., is a specialist in Enterprise Asset Management and Performance Management. As a certified IBM Maximo Business Partner, we provide systems integration and transformation services that enable organizations to achieve breakthrough results in their asset management programs. Cohesive also delivers a unique Enterprise Performance Management solution that unlocks an organization's hidden potential, so they can achieve and sustain the long-term objectives that they seek in reliability, regulatory compliance, and organizational performance and profitability.

recommendations with the most significant cost benefit. The maintenance playbook provided tips and tricks related to industry best practices, lessons learned and EAM system management techniques. The five-year plan provided a comprehensive roadmap focusing not only on software but also the surrounding process and procedure to aid in management planning, budgeting and continuous improvement.

The five-year plan identifies action, links inputs to outputs, and serves as a reference guide for changing requirements. It is also a roadmap for the region, allowing them to make more confident, cost effective decisions.

## Solutions Used:

- Maximo Consulting Services
- Change Management

“Cohesive provided a maintenance management playbook consisting of leading industry practices in support of operational excellence that our team uses daily.”

- Roy Huetl



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