

MAXIMO IN CIVIL ENGINEERING & CONSTRUCTION

IMPLEMENTING A MAJOR UTILITIES CONTRACT



FULTON HOGAN

Fulton Hogan is one of the largest infrastructure construction, roadworks, and aggregate supplier companies in New Zealand. The family-owned business, which was founded in 1933, now employs more than 7,800 people at over 100 locations across New Zealand, Australia, and the South Pacific.

MAXIMO AT FULTON HOGAN

Fulton Hogan uses Maximo to maintain Fulton Hogan's own extensive vehicle fleet and plant assets (like asphalt plants and quarries), in addition to maintaining and operating third party owned assets that Fulton Hogan is contracted for. It's this contract / service management functionality where Fulton Hogan realises the most value from Maximo. As Cameron Simpson, Senior Systems Analyst at Fulton Hogan, explains;



THE SERVICE PROVIDER ADD-ON IS KEY FOR US. IT INCORPORATES THE CONTRACT AND PRICE AGREEMENTS WITHIN OUR WORK MANAGEMENT SYSTEM, ENSURING WE ARE CLAIMING CORRECTLY AND TRANSPARENTLY WHICH, AS WE ALL KNOW, IS REALLY IMPORTANT FOR MAINTAINING GOOD RELATIONSHIPS.

FULTON HOGAN WATER

From planning and design management, through to construction, commissioning, and maintenance, Fulton Hogan has a strong track record of delivering the infrastructure needed for safe, secure water storage and supply, as well as wastewater treatment, desalination, and other ancillary facilities such as irrigation and waterway improvements.

These kinds of projects come with significant asset management challenges. As an example, one of Fulton Hogan's clients has over 1.5 million assets spread over 900 locations. Thankfully, Fulton Hogan are veterans when it comes to implementing and using Maximo to optimise asset management and deliver high-quality services to their customers and partners. Leveraging Maximo (with Service Provider, Spatial, and (Graphical) Scheduler add-ons) together with B2B integrations, and Certus Mobile solutions integrated with GIS to track assets that are underground, Fulton Hogan has demonstrated repeatedly that they are the right people for the job.



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A BETTER MOBILE EXPERIENCE

As the world becomes more mobile, many of Fulton Hogan's projects require sophisticated and reliable mobile solutions to ensure efficient asset management. To deliver this, Fulton Hogan has teamed up with Certus to develop what Cameron calls "a pretty cool mobile tool with some great functionality", that makes the massive asset management task much more manageable.

The mobile app's front screen/dashboard clearly shows each user what's important for them and whether they have priority work, or something overdue or nearly overdue. "A simple thing like that front screen has dramatically improved our SLA achievement. I've seen SLA achievement increase 20% just by introducing things like this."

Another element where the mobile solution has made a big difference is with collecting information. The Certus Mobile solution has helped to simplify data entry by bringing everything on one screen with one flow that users are guided through with mandatory questions to make sure forms and reports are completed in the correct order.

The Certus Mobile workflows also ensures that the correct metadata is collected for each photo that gets uploaded into Maximo as evidence of a job completed. "The customisation of the workflows was the main reason we chose a custom Certus Mobile solution. And we're glad we did. It has made a massive difference out in the field."

The Maximo Spatial add-on was also embedded into the Certus Mobile solution, which means users can easily access a map view of where all of their jobs are. They can then drill down to see all of the assets and select the one that they need to repair. This has been significant due to the high number of assets in this project. Downloading all of that data at the beginning of the day would take a long time. With this solution, the data doesn't need to be stored on the mobile device. It just exists in the Geographic Information System (GIS) and can be accessed from the mobile device when it's needed.

EASY INTEGRATION WITH MAXIMO SPATIAL

In many projects, the Maximo Spatial add-on also helps Fulton Hogan with another critical aspect of their business model. Cameron explains: “With contracts, we don’t “own” the asset register. They are owned and maintained by our customers, and we get a snapshot of that at a specific point in time. We need to integrate with that register to get all of the assets to be able to transact against it. Using Spatial is one of the easiest ways to do that.”

OVERCOMING CHALLENGES WITH THE HELP OF IBM’S INDUSTRY SPECIALISTS

Not surprisingly, projects like the water management ones Fulton Hogan manage come with challenges, and not everything always works the way it should right away. When things get particularly challenging, Cameron appreciates the support they get from the IBM industry specialists. “With some projects, we go through a lot of pain with the combination of add-ons and client specific customisation, but we always get on to the right IBM people. At times we have had daily meetings with IBM and work directly with the developers of the tools. It is obvious how committed these guys are to seeing their tools work and work well with other add-ons. So, at the end of the day, we are always able to get it working.”

MORE MAXIMO TO COME FOR FULTON HOGAN

Fulton Hogan have clearly found a solution that works for them and their clients with IBM’s Maximo. They already use a large portion of the available Maximo features and functionality and are actively planning to embrace even more in the near future to further optimise their operations and asset management efforts.

INTELLIGENT DIGITAL BUSINESS

Every aspect of our lives is being inescapably impacted by exponential change, across business models, operating models and engagement models. If you are concerned with shifting the digital dial to evolve your business across these models, we are here to help you do it right - first time.

With a deep understanding of Asset Intensive Organisations we believe in the importance of intelligence, not just as a starting point, but at every point in building a fit for purpose digital systems and digital interaction. We work with you to unlock value through empathy, insight and applied methods, so that you can unlock “the possible”, at the same time as realising tangible benefits with the right step change for your asset intensive business. Central to this approach is an ecosystem of specialist platforms and partners all dedicated to you being a successful digital change agent.

Our goal is to help you evolve your organisation into an intelligent digital business that remains relevant in digitally disrupted times.