



# CERTUS UTILITY SERVICES PLATFORM

## PRODUCT SHEET

### In Summary

Effective asset and work management systems can make a workforce safer and more productive, and can extend an asset's useful life, but not all utilities are confident they can overcome the complexity and effort required to implement an enterprise asset and work management system. That's where the Certus Utility Services Platform comes in.



Utility owners, managers and operators are being challenged by both regulators and stakeholders to develop and implement asset and work management strategies that deliver superior operational outcomes, while at the same time coping with ageing assets and an ageing workforce.

The Certus Utility Services Platform (CUSP) is a flexible service application designed to meet the challenges faced by utilities, fast-tracking the delivery of out-of-the-box business improvement to organisations and their service providers. It is available as an Internet-based service hosted in a secure, level 3+ IBM data centre, or as an on-premise application.

Industry-certified by IBM, and built using enterprise-grade solutions such as IBM's Maximo and ESRI ArcGIS, CUSP consists of software-enabled processes that are pre-configured to deliver utility business outcomes. These process models are based on best practice as embodied in the IBM Solution Architecture for Energy and Utilities Framework (SAFE) and from more than 20 years of Certus domain experience working with utilities.

Because CUSP is ready to use out-of-the-box, there is minimal implementation cost and rapid realisation of benefits. It has been configured to support the needs of New Zealand-based utilities; its support for Optimised Deprival Valuation (ODV) being one example.

CUSP has a range of modules that are all pre-integrated and fit together seamlessly. The licensing model allows you to start off with core modules, and then add additional modules later.

Modules	Features and Benefits
Assets	<ul style="list-style-type: none"> <li>Keep an accurate register of assets, asset locational relationships (e.g. for linear/network and facility assets), including asset condition and attribution</li> </ul>
Contracts	<ul style="list-style-type: none"> <li>Manage master contracts, contracts for purchase, lease or rental, labour rates, warranties, and terms and conditions</li> </ul>
Inventory	<ul style="list-style-type: none"> <li>Manage inventory/materials, parts/spares, and tools</li> <li>Manage storerooms, issues and transfers, and inbound receipts</li> </ul>
Purchasing	<ul style="list-style-type: none"> <li>Manage the end-to-end procurement process, from requisition and order to invoicing and payment</li> <li>Manage and support Requests for Quotations and Terms and Conditions</li> </ul>
Preventive maintenance	<ul style="list-style-type: none"> <li>Prevent outages through pro-active maintenance</li> <li>Lower overall asset lifecycle cost of ownership</li> </ul>
Work management	<ul style="list-style-type: none"> <li>Create, assign, and track work orders through to completion, including work tasks, task flow, completion, failure codes and observation details</li> </ul>
Service management	<ul style="list-style-type: none"> <li>Set and manage service levels, with automated alerts generated based on defined business rules</li> </ul>
Standard reporting and analytics	<ul style="list-style-type: none"> <li>Use standard, pre-configured out-of-the-box reports and business intelligence options</li> </ul>
Health and safety	<ul style="list-style-type: none"> <li>Manage safety plans, hazards, and precautions</li> <li>Manage incidents, defects, investigations, corrective actions</li> <li>Enforce Lock Out/Tag Out policies</li> </ul>
Spacial	<ul style="list-style-type: none"> <li>Use geospatial/geo-locational data to: <ul style="list-style-type: none"> <li>Improve data accuracy</li> <li>Improve how you manage outages and vegetation</li> <li>Optimise planning and scheduling of reactive and proactive work orders, and allocate technicians and crews to those work orders</li> <li>Optimise network spend</li> <li>Improve field productivity</li> </ul> </li> </ul>
Predictive maintenance	<ul style="list-style-type: none"> <li>Use predictive analytics to optimise asset maintenance schedules and enhance resource utilisation</li> </ul>
Certus ODV	<ul style="list-style-type: none"> <li>Enjoy lower reporting and compliance costs, asset valuation snapshots and multiple depreciation schedule support</li> </ul>
Enhanced Analytics	<ul style="list-style-type: none"> <li>Turn data into actionable insights to maximise asset and workforce performance</li> </ul>
Field Mobility	<ul style="list-style-type: none"> <li>Improve field productivity and extend optimised processes to the field</li> </ul>
Work Scheduler	<ul style="list-style-type: none"> <li>Maximise crew productivity through enhanced work scheduling</li> <li>Balance pro-active and reactive maintenance needs</li> </ul>
Integration	<ul style="list-style-type: none"> <li>Integrate with financial systems, SCADA, or any other system or application</li> </ul>

# Licensing and Deployment Models

The CUSP solution is provided through a flexible user licensing model, based on the degree of access required by users. Term contracts are available for customers with specific project-based needs.

- Your organisation's Power users have access to all of the eight core modules (in blue)
- Specialist users have lower-cost access to subsets of the platform capabilities
- The supporting modules (in red), with the exception of Integration, can be licensed on a per-user basis.

CUSP can be deployed in three different ways: the traditional licence purchase, and these two innovative models.



MANAGERS



OPERATIONS



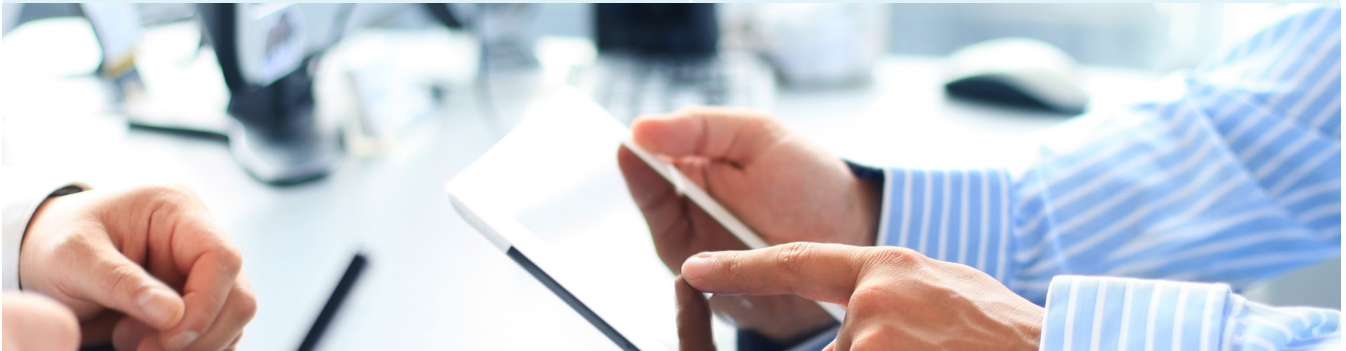
FIELD CREWS

Assets	Spatial
Contracts	Health and Safety
Inventory	Integration
Preventive Maintenance	Predictive Maintenance
Purchasing	Certus ODV
Service Maintenance	Work Scheduler
Work Management	Field Mobility
Standard Reporting and Analytics	Enhanced Analytics

CORE MODULES

OPTIONAL MODULES

Software-as-a-Service	Appliance
Certus owns and manages the cloud-based environment. The client pays a monthly fee per user per month to access the solution.	The software comes pre-installed on appliance hardware.
<p>Benefits of this model:</p> <ul style="list-style-type: none"> <li>• No need to buy hardware</li> <li>• No need to buy software</li> <li>• No need to pay for configuration</li> <li>• Cost is a consistent, predictable monthly opex stream</li> <li>• No need to have any in-house resources to manage the environment</li> <li>• Can start using the software immediately</li> </ul>	<p>Benefits of this model:</p> <ul style="list-style-type: none"> <li>• No need to pay for configuration</li> <li>• Can start using the software immediately</li> <li>• Sits inside your existing network and firewall</li> </ul>



## Our Industry Experience

The IBM Maximo asset management solution, evolving for a number of years, we believe now needs interactive support options that extend beyond basic fault resolution.

Certus Advantage for Maximo enables you to add value to Maximo by selecting additional support components that enhance operational effectiveness – up to 24/7/365. Support is provided locally, so you're dealing with a team speaking the same language in the same time zone. It enables you to leverage our domain expertise and the already comprehensive IBM Maximo software support environment. Certus has been helping utility companies achieve their business objectives for more than 20 years. Utility industry-certified by IBM, and an IBM Premier Business Partner, we bring our PurePlay strategy to electricity generation, transmission and distribution, gas distribution, and water operations and distribution.

Our long track record means we understand the business drivers and technology needs of companies in the energy and utilities sector. Our experience encompasses:

- asset management, including networked, distributed, mobile and linear assets
- work management, including optimised scheduling
- faults and outage management
- health, safety and the environment
- connectivity and real-time data, encompassing everything from smart metering to SCADA, from condition monitoring to network operations, and the Big Data implications of smart grids
- spatial and geo-locational data
- mobile work and workforce management
- predictive analytics, ranging from predictive maintenance to demand forecasting
- supply chain management
- compliance, regulation, risk, and emerging industry standards e.g. PAS 55
- regulatory reporting, and other challenges inherent to working in a regulated asset industry.

Our experience comes from working for numerous companies throughout Australia and New Zealand, including Genesis Energy, Mighty River Power, Pacific Hydro, TrustPower, Westpower, Vector/ United Networks, Northpower, Western Power, Marlborough Lines, Horizon Power, SA Power Networks, Ausgrid, Transpower, Transgrid, Melbourne Water, Sydney Water, Sun Water, South Australia Water, Queensland Urban Utilities, Hunter Water, and Goulburn Murray Water.

## Snapshot Case Study

Westpower is responsible for maintaining secure electricity supply with assets scattered across 18,500 square kilometres of some of the most rugged and remote areas of New Zealand's West Coast.

The work Westpower and Certus have done together has resulted in highly optimised maintenance, repair, and operations processes, all within the Certus Utility Services Platform (CUSP).

Spatial data, assets, financial data, work orders, job costing, service requests – all are integrated into a single asset management plan, with real time monitoring to ensure the plan is completed on time and on budget throughout the year.

Westpower's Philip Gardyne says the company measures its success in its ability to take on the daily challenges of asset management. "The introduction of a new asset management system has allowed Westpower to successfully restructure the asset division and better position itself for future challenges and opportunities."

In fact, this initiative was so successful that it resulted in Certus winning the IBM New Zealand Supreme Business Partner of the Year Award in 2012.



## CERTUS

Expect fresh ideas that deliver.

As Australasia's most respected IBM partner, Certus helps you deliver tangible results with your customers firmly in mind. With Certus PurePlay you can be assured that you are accessing the best in methods, people and applied knowledge for Systems Integration. This approach is one that enterprises in the region trust to deliver everyday - across a range of mission critical systems.

Connect to exceptional outcomes with Certus.

