

CASE STUDY

Qellus optimizes asset management for a public utility company

Qellus provided the missing link to seamless asset operations



This case study will demonstrate how Qellus...

- Eliminates data silos and creates a collaborative work environment.
- Streamlines asset life-cycle management for greater efficiency and productivity.
- Forms a centralized repository for critical data and documentation.
- Supplies the key to an integrated, all-inclusive operations journey across an organization.
- Enables storage and access to documents when and where they are needed.
- Enhances decision-making and end-user experience.

For many asset-intensive businesses, employees deal with multiple applications yet lack access to documentation located in independent systems scattered across the organization. Without a way to easily integrate information from separate solutions, users cannot find and trust the documentation they need while performing work on critical assets. Qellus was recently able to provide the key to streamlined asset life-cycle productivity through a singular repository for critical information. With Qellus' help, our customer was able to transform their operation and optimize their efficiency.

The challenge

Our customer is responsible for maintaining the water, sewer, and drainage assets for an entire country. They use IBM Maximo to manage thousands of assets across a broad geographical area. Each of these assets requires photos, engineering drawings, equipment manuals and more, to support their work; however, this documentation was not easily accessible or in a common repository.

Over the life of each asset, our client uses many software systems to assist in managing them. IBM Maximo, Microsoft Dynamics, Engineering, and SCADA systems all had different methods of managing documents, creating disparate silos of information. This created barriers for users attempting to access critical resources and update information for the next user in the operations cycle.

While our client's system could manage assets, it was not built for effective, collaborative document management that allowed those documents to be shared between critical actors throughout the process. A life cycle of a single asset could contain CAD images, building plans, SOPs, and invoices, among other kinds of information in multiple systems, and, in most cases, are only available to users within the leading application. The client needed a single repository to store their asset data that could be accessible and editable from within the application they are using. This would boost their productivity and efficiency by providing reference documentation without switching applications when fulfilling Service Requests and Work Orders.

"Our client's users are responsible for the engineering, installation, and maintenance of assets across the country covering thousands of square meters. They have extensive asset information in a multitude of independent software systems, yet their users are limited to the asset information stored within each application," said Michael Payne, Principal Consultant for Qellus. *"We proposed a way to provide users with a complete set of information related to the asset regardless of the application in which it was created to streamline their operations and boost productivity."*

Qellus' Solution

Our client came to us with the above challenges in the search for a solution. As a proof of concept, we proposed Qellus' Extended ECM for IBM Maximo software that would enable them to leverage their existing investment in OpenText and IBM Maximo.

While our client had many applications, they did not connect the documentation generated from service requests and work orders with asset or location documentation in any meaningful way. This meant that users could not completely benefit from the information completed in the prior process steps. We identified this as the cause for major gaps in productivity. Our solution provided the missing link in their operations to provide documentation from a single, reliable repository informing each next step with accurate and reliable support.



‘Our client had been searching for a solution to consolidate their information into a common repository for over three years - Qellus Extended ECM for IBM Maximo was the answer.’

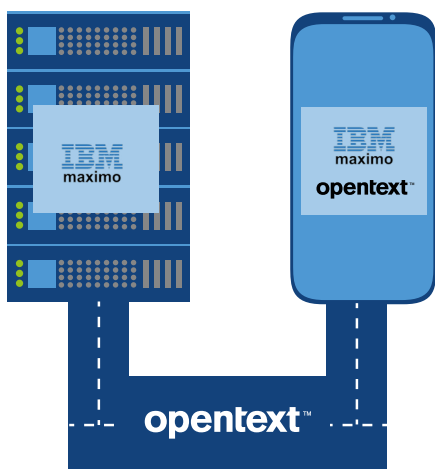
Ihsan Hall,
Qellus Founder and Managing Director

Qellus Extended ECM for IBM Maximo provides an integrated experience for service requests, work orders, asset and location documentation. This solution enables our customers to use supporting asset documentation stored in a centralized repository while staying within the familiar interface of IBM Maximo. This centralized repository ensures that any and all data is kept up to date as a single source of truth. In addition, by leveraging OpenText’s Extended ECM platform as a central repository, users can easily integrate data with other critical applications to manage request and maintenance operations. Since no other solution on the market offers such capabilities, Extended ECM for IBM Maximo by Qellus provides the missing link for our clients. It offers a fully content-enabled experience for users to access trusted external data directly from their primary applications.

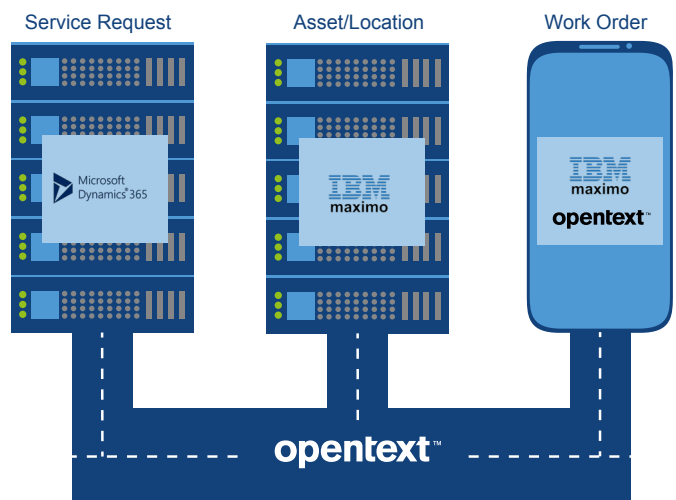
Once Qellus implemented the solution, users no longer need to exit IBM Maximo and search across unlinked repositories. Additionally, the management of customer-generated Service Requests and corrective Work Orders within IBM Maximo benefited from the Extended ECM solution, providing access to crucial asset documents throughout the asset maintenance process.

“Our solution enabled our client to store and access documents directly into Extended ECM with much greater functionality and access from IBM Maximo, improving trust, reducing errors, and speeding fulfillment of requests,” said Ihsan Hall, Qellus Founder, and Managing Director. *“Our client had been searching for a solution to consolidate their information into a common repository for over three years - Qellus Extended ECM for IBM Maximo was the answer.”*

Phase 1
Qellus Extended ECM for IBM Maximo / Mobile



Phase 2
Qellus Extended ECM for IBM Maximo/Mobile and MS Dynamics



Future Opportunities

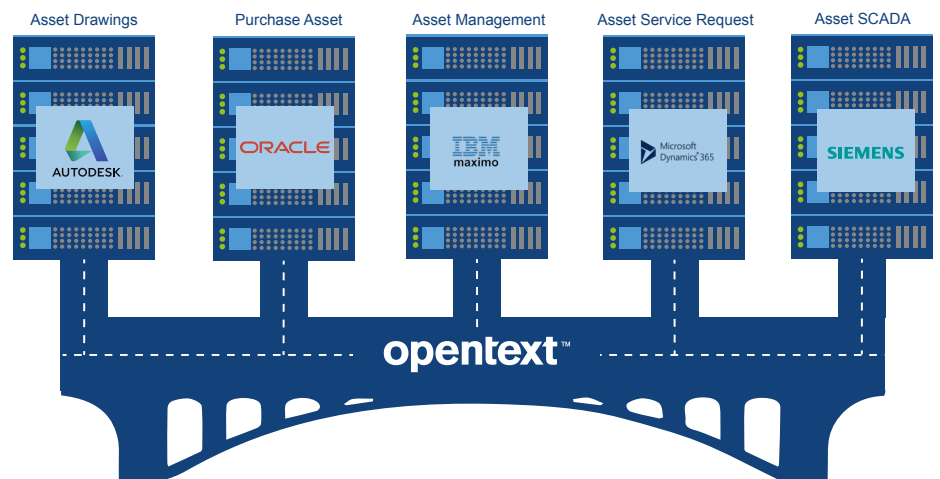
Qellus Extended ECM for IBM Maximo served as a powerful proof of concept. Our client has noticed multiple benefits for productivity, accessibility, and convenience. It already shows benefits for end-users, such as customer service representatives, engineers, and maintainers, with critical information from a single, feature-rich solution.

The success of our solution set the stage for additional integrations across the asset lifecycle, including Microsoft Dynamics, SCADA, Oracle ERP, and engineering systems. As part of a future roadmap, each of these systems will be enabled to use the OpenText Extended ECM platform exposing information from multiple systems in a single location from directly within the leading application. Access to documentation will add value to the user experience enabling better decision-making across the entire asset life cycle.

Once this future solution is built out, users will access all the asset information they need from whichever system they are currently using - not just IBM Maximo. It would make the entire volume of asset information available to all users, regardless of what application they use.

"As we deployed the initial solution of Extended ECM for IBM Maximo, our customer came to the realization how this was the beginning of many future solutions that were never possible," said Michael. "The results spoke for themselves, showing what is possible with consolidated information across multiple applications. They have since requested a roadmap of similar solutions to completely integrate their workflow with the various solutions they use."

Qellus Extended ECM Cross Application Solution



The results

Our client now can use a central repository with updated documentation while making it available to engineers, technicians, maintenance, and contractors as they perform operations. Now, users can access asset documentation about Service Requests, Work Orders, Assets, or Locations across teams, allowing each step of the process to support the others.



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Michael Payne,
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Today, the project is still ongoing, with the potential for more solutions on the horizon. Our customer immediately saw the benefits in the Proof-of-Concept phase that provided Qellus’ Extended ECM for IBM Maximo as a single application deployment. By helping our client understand the features of our Maximo solution and creating a vision for a “cross-application” document platform, we have enabled our client to develop a multi-phase roadmap supported by integrated data and applications.

The roadmap will expand the solution to integrate Microsoft Dynamics, SCADA, Oracle ERP and engineering systems with OpenText’s robust Extended ECM platform. This will provide a single repository that captures, stores, and accesses content from multiple systems. The ability of Extended ECM to consolidate information across multiple applications will be a massive benefit to our client as they continue to streamline and optimize their processes with easily accessible, accurate, and up-to-date data.

Optimize and capitalize

Qellus is the proud first point of contact for businesses worldwide seeking to improve their value of their data and documents. Our teams uncover transformational possibilities and our in-depth experience has helped large global enterprises optimize their business processes and how they can more effectively leverage their existing applications and data, and simplify activities for their teams in the process.

Start enabling your team by unlocking the potential of your document management systems. [Click here to contact Qellus today](#), and begin exploring the opportunities that await your business.

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