

# Asset Management: The smart way to democratise your data

Spatial awareness transforms asset management at Urban Utilities.

Urban Utilities is one of the largest water distributor-retailers in Australia – servicing over 1.6 million customers across five local council areas in South East Queensland. The organisation also treats around 140 Olympic-sized swimming pools of wastewater every day.

## Project overview

To improve capital planning and to better govern investment decisions, Urban Utilities sought a solution to improve its understanding of where to renew, create or augment assets.

Via dashboard views, the platform enables Urban Utilities to visualise and contextualise multiple sources of information to guide investment decision-making and to discover new insights into the network, portfolio, assets, and customers.

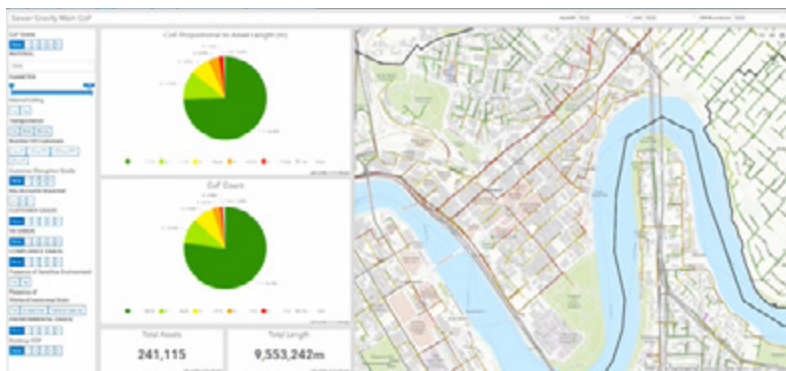
The portal utilises over 500 data sets, combining internal and external sources into a spatial interface from which users can derive analytical insights. Via a structured interface, users can access a variety of portal pages. These pages are customised to the needs of individual teams, with some pages restricted to maintain data security.

The approach ensures improved management across capital works programs, operational activities, strategic planning and provides a single source of truth for understanding service risk.



## The challenge

Staff access the datasets they require without making a request via the GIS team. Critical information which supports construction phases (or other operational phases) is easily searchable and visualised, in real-time.



Urban Utilities teams have greater insights via dashboards

## The solution

To achieve their goal, ArcGIS Enterprise, Dashboards, StoryMaps and Experience Builder were deployed and linked to the existing asset management platform, Ellipse.

The platform enables Urban Utilities to visualise and contextualise multiple sources of information to guide investment decision-making and to discover new insights into the network, portfolio, assets, and customers.

The team started by linking data sets that supported Urban Utilities' Integrated Catchment Planning. As part of the platform's business case, internal teams committed to upskilling to ensure ongoing in-house capabilities and ownership.

As the portal gained traction and the benefits were realised, the focus shifted towards transitioning from static data to integration with managed sources and including dynamic content. However, the goal remained the same: ensuring improved data integrity, connectivity, and user acceptance.

The portal is now supporting the business' servicing strategy and integrated planning resulting in earlier identification of optimal TOTEX investment pathways.

Rather than information silos, the portal enables the accessibility of many datasets in real-time.

There are now over 200 users, with plans to expand even further. The team anticipates the portal will eventually support a quarter of the organisation, including executives and board members.

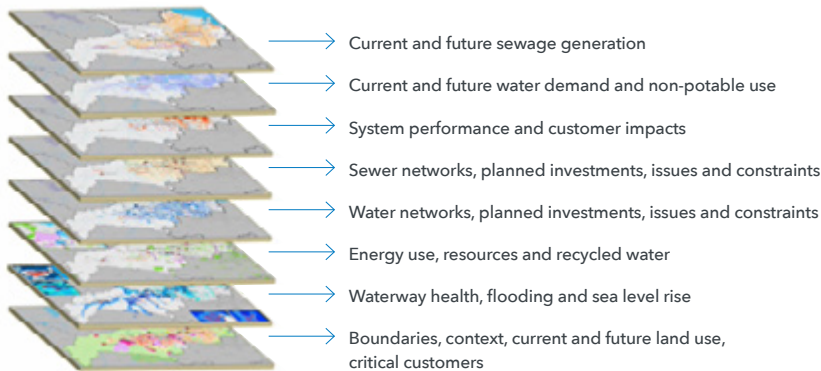
From the outset, Urban Utilities' goal was to help users gain better insight into its assets while improving risk management processes and delivery to customers.

It is no longer a matter of 'look here for this, and there for that'. It's so much more efficient and accurate.

**Neville Montgomerie**  
Data Quality Analyst Specialist  
Spatial

## The outcomes

- **Democratisation of vital information**  
The portal delivers a 'one-stop shop' which supports multiple stakeholders, partners, customers and community members. This helps integrate water cycle planning and improves capability in city planning to co-create positive outcomes.
- **Integration of data sets**  
The portal is designed to support the needs of service delivery teams, environmental and industrial business units, finance, client experience, planners, and asset managers.



Multiple datasets feed into the dashboard views

## Solution mix

- ArcGIS Enterprise
- ArcGIS StoryMaps
- ArcGIS Experience Builder
- ArcGIS Dashboards

We wanted to ask better questions, and respond with better answers. What investments were we proposing? Were they renewals or new assets?

We wanted to increase our rigour around the delivery, performance, and risk changes that the business was demanding. Improved spatial analysis was a logical choice.

**Vanessa Thompson**  
Head of Asset, Knowledge, and Performance

## Contact Esri Australia

For more information on using location intelligence to optimise your assets and improve business insight visit [esriaustralia.com.au/water](https://esriaustralia.com.au/water)

Connect with us via:

- [esriaustralia.com.au](https://esriaustralia.com.au)
- [linkedin.com/company/esriaustralia](https://www.linkedin.com/company/esriaustralia)
- [twitter.com/esriaustralia](https://twitter.com/esriaustralia)
- [facebook.com/esriaustralia](https://www.facebook.com/esriaustralia)
- [connect@esriaustralia.com.au](mailto:connect@esriaustralia.com.au)
- [esriaustralia.com.au/blog](https://esriaustralia.com.au/blog)

**Disclaimer:** Copyright © 2023 Esri Australia. All rights reserved. All information contained in this document is the exclusive property of Esri Australia Pty Ltd. This work is protected under Australian copyright law and other international copyright treaties and conventions. No part of this work may be reproduced or transmitted in any form or by any means, electronic or mechanical, including photocopying and recording, or by information storage or retrieval system, except as expressly permitted by Esri Australia. Esri Australia Pty Ltd (ABN 16 008 852 775).

