



# The Authority

Formed in 1944, the Authority is a wholesale agency which sells water to 24 member agencies who service the regions 3.1 million residents. The Authority works closely with these member agencies to ensure reliability by investing in a diversified water supply portfolio, developing local resources, and through the promotion of overall water efficiency.

## The Challenge: Depending on external support for their Asset Management System

- **Customized CMMS** - 68 customizations limited the ability to support everything internally
- **Limited Reporting** - Management was missing the ability to quickly access current data
- **Business Processes** - Many processes were outdated and did not match current best practices

## The Solution: Implement a stable CMMS and Best Practices

By leveraging industry-specific best practices, the Authority addressed the fit-gaps found in their processes while establishing a CMMS Asset Management System that the Authority is able to fully support internally without any dependence on outside vendors or contractors.

- **Gap analysis** - A comprehensive review and redesign of business processes
- **Implementation** - Implemented Best-of-Breed CMMS with ZERO customizations
- **Reporting** - Development of recognized Industry-leading KPI's and Reports
- **Training** - The CMMS was deployed using proven best practices for training and OCM

## The Benefits: Momentum for Reliability Program

By eliminating all 68 Customizations and receiving premier training, the Authority is now 100% independent in the operation and maintenance of their CMMS and also positioned to pursue an RCM initiative. Additional benefits include:

- PM's targets are now being consistently met
- Management is able to access current work loads and YTD progress
- Finance is able to track costs to assets and compare Repair vs. Replace expenses
- Roadmap for continual improvements to the Asset Management System including Planning & Scheduling, Inventory Management, Metrics and KPI's
- The Authority is positioned to pursue ISOSSOOI and the EUM attributes