Transdev's fast and easy implementation of Octave Attune EAM for standardized asset management

Key facts:

Company: Transdev Australasia

Website:
transdev.com.au

Industry:
Transportation

Country: Australia

Octave products used:
Attune EAM *(HXGN EAM)*

Since 1998, Transdev has been designing transport systems for all forms of public, shared, private, city and rural transport. Transdev incorporates mobility friendly services such as applications that combine several transport options, the management of contactless payment systems on buses and the coordination of fleets of taxis and chauffeur-driven cars.

Transdev Australasia provides public transport services across Australia and New Zealand and specializes in the operations and maintenance of passenger trains, light rails, ferries, buses, coaches, on-demand transport and autonomous shuttles.

To enable Transdev to standardize its asset management, the company turned to Attune EAM to manage Sydney's Region 9 Bus network, which covers the eastern and south-eastern suburbs of Sydney and the Central Business District, including spare parts management of 400+ buses located and maintained in three separate depots.

By teaming up with Octave, Transdev Australasia was able to optimize its operations by unifying multiple systems, simplifying its supply chain, improving safety and reducing work for its employees.

The challenges: disparate systems, compliance needs and business growth

Transdev Australasia's asset strategy processes differed from state to state, therefore the company needed a solution that could centralize and streamline the management of its assets across Australia and New Zealand. These disparate systems resulted in Transdev's requirement to:

- Streamline and seamlessly manage multiple assets across the country

- Operate consistently and holistically manage different assets

- Attain compliance with ISO 55001 to demonstrate its devotion to efficiency and efficacy

Key benefits:

- Reduce the workload on its staff by bringing disparate systems into a centralized solution, encompassing purchasing, pricing, parts management and maintenance scheduling

- Automate key processes, saving time for employees and reducing the chances of error

- Improve its procurement processes, as well as its materials, works and asset lifecycle management

- Efficiently document its processes

Boosting safety, reducing work and simplifying the supply chain with Attune EAM

To address these issues, Transdev needed an enterprise asset management (EAM) solution to give it a holistic and national approach to asset management. As a result, the company could attain:

- Consistent management and streamlining of systems

- ISO 55001 compliance because Attune EAM could work as an enabling tool to meet its accreditation standards

- Growth opportunities, specifically because Transdev actively bids for government contracts to manage the transport infrastructure. Therefore, it could use Attune EAM as a key differentiator for asset management, paving the way for winning new business.

- Effective management of asset acquisition, control, maintenance and compliance throughout the entire lifecycle

- Streamlined and improved alignment between maintenance and procurement

- An automated inventory management system

- Improved safety, a reduction in work, a more competent system and simpler supply chain management

A standardized, streamlined, automated process

Transdev Australasia has historically had Attune EAM installations on premises. But in 2020, the company took a strategic approach to bring on premise systems onto a common multi-tenant environment in the cloud. The operations of the Queensland bus business unit went live in the cloud in October 2021 using Attune EAM. This implementation enabled the flexibility to add other assets quickly as Transdev expands and wins new business.

As a leader in providing environmentally friendly public transportation services, Transdev's growth ceiling in the region is high. With Attune EAM, it's easier to add new vehicles, employees and maintenance systems to its operations. Instead of having to invest many months in getting new assets onboard and making sure they can be managed efficiently, Transdev can simply incorporate them into its infrastructure powered by Attune EAM.

For example, using Attune EAM for the management of Queensland buses enabled Transdev to standardize its business processes and quickly integrate assets from Sydney's Region 9 Bus network for:

- Asset lifecycle management

- Materials management

- Works management

- Procurement

In addition, the company was able to streamline its parts management. Part numbers were rationalized, and supplier parts and price management were centralized and migrated from finance to Attune EAM.

Also, by setting up Attune EAM in the cloud, Transdev can easily add additional assets to the system quickly, both from regions it currently manages and those it acquires in the future.

The unification of multiple processes into a single, efficient system

Using Attune EAM, Transdev was able to shift many of its processes to a centralized, efficient system. Specifically, Transdev uses Attune EAM for:

- Purchasing spare parts and services within the Attune EAM. Previously, purchasing was done in a separate financial system.

- Managing pricing for services and spare parts, which was previously handled in a separate finance system but is now managed completely within Attune EAM

- Maintenance scheduling and planning. With Attune EAM, time and meter-based maintenance are consolidated into patterns according to the equipment type. As a result, Transdev technicians can more easily provide vehicles with the exact kind of service they need. For example, when the company adds a new bus to its fleet, it can add to the equipment pattern, improving both efficiency and effectiveness.

Speed, flexibility, increased visibility and efficient process documentation

In November 2021, in a joint venture with John Holland Group, an infrastructure management company headquartered in Melbourne, Australia, Transdev was awarded an eight-year contract for the operations and maintenance of Sydney's Region 9 Bus Services. Region 9 includes some of the city's busiest bus routes, with a patronage of 67 million customer journeys in a typical year, and marks an expansion of Transdev's current public transportation network in the biggest metropolitan area in Australia.

Despite the size of Transdev's operation, in only 16 weeks after taking over the business, all assets were migrated from legacy systems into Attune EAM in the cloud, business processes were adopted and people trained. Transdev successfully utilized the user adoption platform (UAP) to provide online training to employees. The training was entirely role-based and each employee required only a couple of hours to become familiar with the system. This allowed unusually swift implementation.

This puts Transdev in a uniquely multimodal position, having operated buses in Sydney's South, South-West and North Shore.

Improved visibility

Another key benefit was increased visibility. With Attune EAM, Transdev was able to attain a comprehensive view into what would've been disparate asset management processes. By gaining insights into how assets are handled across the country, Transdev is in a better position to make strategic decisions to maximize asset value. As a result, the company can save money and improve efficiency while continuing to serve the public.

"Also, because Attune EAM enables us to standardize our business processes, it's easier to expand our systems. And the quick, efficient implementation enabled a comfortable learning curve and a smooth onboarding process."

James McCarthy
Director Asset Management, Transdev Australasia

Built-in flexibility

The initial design and construction of the solution and integration into the Transdev finance system took a year. Time was invested under a longterm strategy of "build once, use many times."

The company also have extended the functionality of Attune EAM using the provided toolsets, such as the extensibility framework. All extensions will automatically migrate as the system is upgraded, approximately every two months, thanks to the cloud infrastructure in which Attune EAM operates.

Consequently, Transdev's 175 registered users have access to the tools they need to efficiently provide services that enhance the experience for customers.

Efficient documentation of processes

Another one of the distinct benefits Transdev reaps from Attune EAM is smooth documentation of its processes. This leads to a holistic approach to managing assets across the country. It also enables the streamlining of parts management, greatly reducing the number of errors between finance and operations.

The documentation process also made the transition to managing Region 9 smoother, adding speed and efficiency to the rollout.

About Octave

Octave is a leader in enterprise software, turning data into decisive action and intelligence into your edge. Our software solves for and simplifies complexity, from the design and build to operations and protection of people, property, and assets– for any scope, at any scale. For decades, we've partnered with customers to sharpen performance, elevate efficiency, and amplify results. From factory floors to entire cities, our solutions are tuned to scale up what's possible from day one onward.