



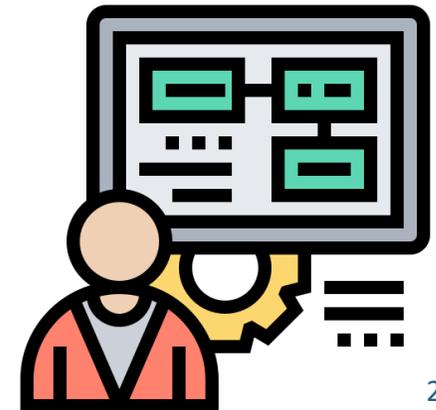
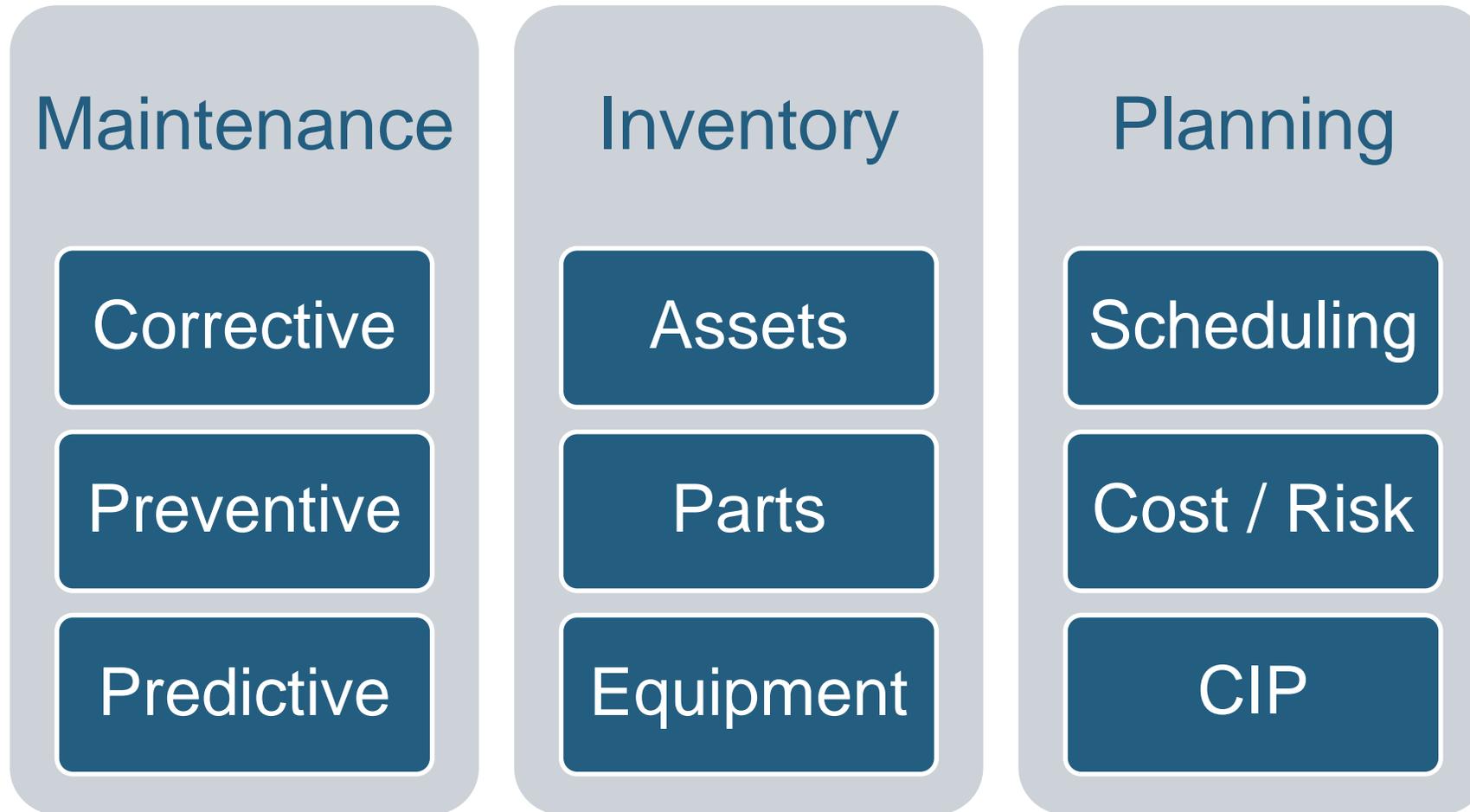
New Enterprise Asset Management (EAM) System

*GLWA Board Meeting
September 1, 2021
1:00 p.m.*



GLWA
Great Lakes Water Authority

Purpose of an Enterprise Asset Management (EAM) System¹



¹ EAM Systems are also known as Computerized Maintenance Management Systems (CMMS)

Need for EAM System Replacement

Current System

- Oracle Work and Asset Management (WAM) - implemented in 2013
- Reaching end of useful life (typically 5-7 years)
- Oracle only provides “sustaining” support (no new functionality or improvements)
- Need for improved functionality to meet desired business processes and SAMP improvement initiatives:
 - Limited mobile work management, asset condition assessment and risk functionality
 - No GIS integration for linear water and wastewater system assets

Future System

- Oracle WAM would require a complete re-implementation
- Many modern and innovative systems available on the market to consider
- RFP to find feature-rich and best fit EAM system for GLWA



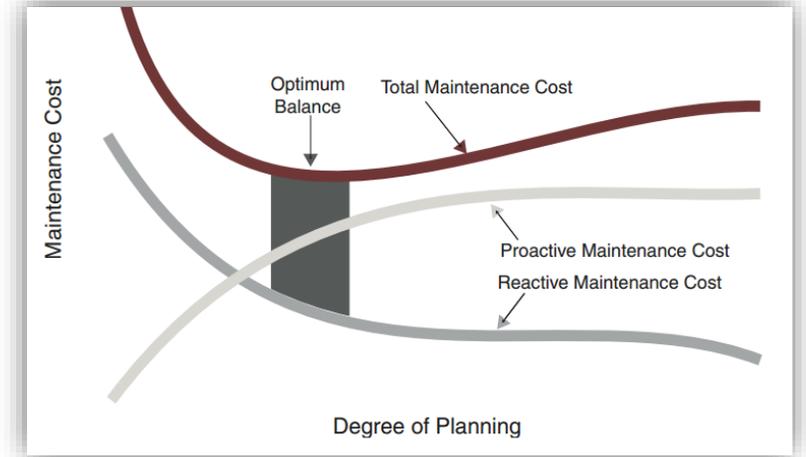
Essential Implementation Objectives



Paper to Digital via Mobility



Plan, Schedule and Predict for More Efficient Work



Manage Assets by Risk and Lowest Lifecycle Cost

- Transition from paper to digital workflows using mobile devices for **streamlined access to asset data** and timely information for maintenance and renewal
- Enhance planning, scheduling and prediction of work for **increased wrench time and proactive maintenance**
- Drive asset decision-making using risk and lowest lifecycle cost approaches for **doing the right work at the right time on the right assets**

EAM Selection Process

Proposals

- Received 11 responses to RFP solicitation from implementer/software teams

Demos

- Responses short-listed for interview and demos
- 5 all-day interviews and demos held

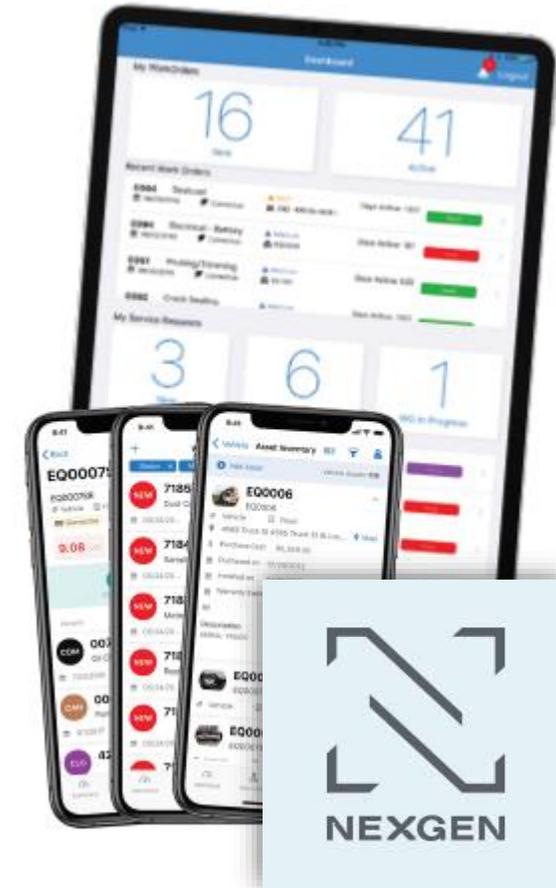
Selection

- References, financial viability, and total cost of ownership assessments completed for top 2 proposers

EAM Selection Result

NEXGEN Asset Management

- Scored highest of all interviews and demos
- Smaller company which self-implements their EAM system (along with a SE Michigan subcontractor METCO)
- Innovative and progressive technology
- User-friendly web and mobile interfaces along with asset management, contractor portal & 311 apps
- Current customers: Amazon, Facebook, Macomb County, Northeast Ohio Regional Sewer District, Sacramento County Water Agency, California Office of Emergency Services



EAM Implementation Schedule



A 6-month Post Go-Live Support period will promote user adoption

Keys to EAM Implementation Success

- ✓ Strong partnership between NEXGEN and GLWA operations, maintenance, asset management, finance, & IT
- ✓ Progressive and user-friendly software platform
- ✓ Post go-live support plan to drive user adoption
- ✓ Internal GLWA resource engagement
- ✓ Communication, change leadership and training



EAM Change Leadership



Change Leadership

Provide support to help manage the transition to future state

Engage all affected team members to educate, build awareness, and ownership



Communication

Consistent message(s) delivered many ways, to many people

Explain the WHY

Reinforce the benefits

Transparency and simplicity



Training

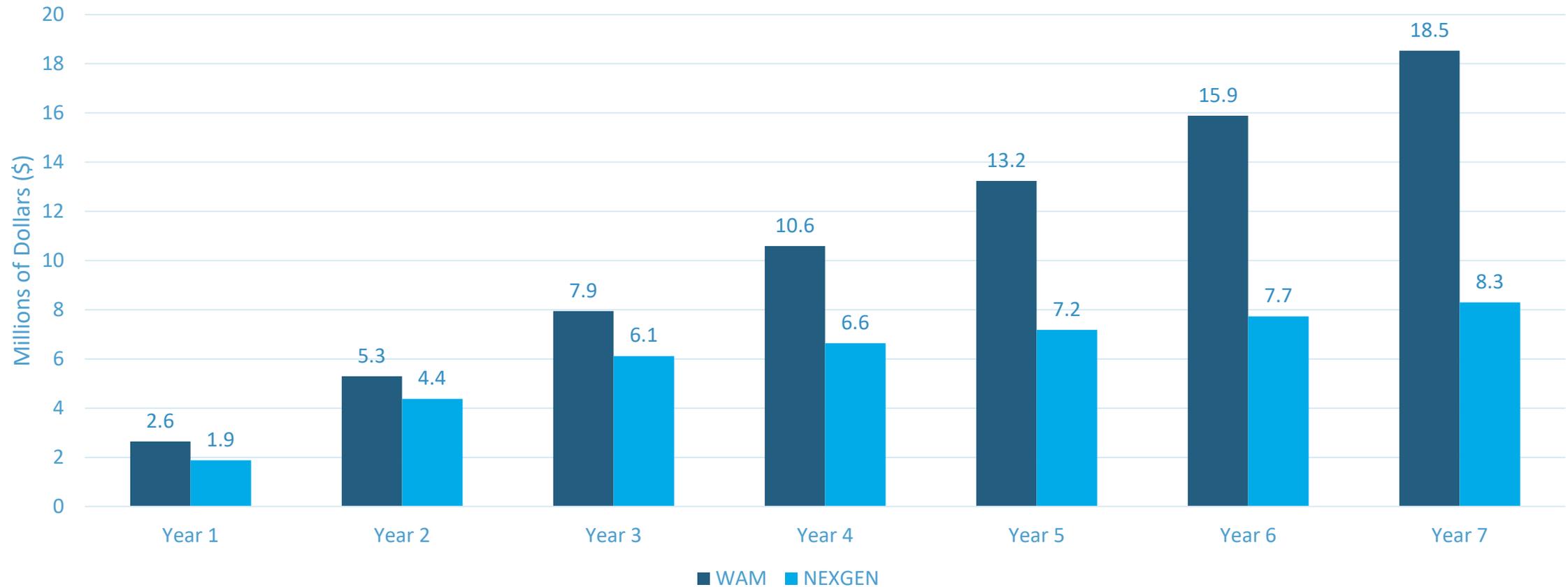
Right tools, right support, right info at the right time

Determine what should the learner be able to DO - – Provide the HOW

Provide support to help people do their “BEST” work

Simple • Effective • Just-in-time • Transparent • Repeatable • Sustainable

7-year Cumulative Total Cost of Ownership – Comparison between Existing System (WAM) and NEXGEN



Note: WAM costs include contractor support team (7 FTEs) and NEXGEN costs include mobile devices + one contractor FTE



GLWA
Great Lakes Water Authority

QUESTIONS?