

Government & Public Sector

Global

A government agency moved its public assets from reactive repairs to planned maintenance

A public agency put its roads, utilities and transport fleet in one asset register, connected to its ERP, and replaced reactive repairs with planned maintenance and better-informed budgets.



AT A GLANCE

INDUSTRY

Government agency

ASSETS

Roads, utilities, public transport vehicles

INTEGRATION

Connected to the agency's ERP

PREVIOUSLY

Reactive maintenance

FEATURES USED

Assets

Maintenance

Work

Platform

01 The client

The client is a government agency responsible for a diverse set of public assets, including roads, utilities and public transport vehicles that citizens rely on every day.

Several departments look after these assets, and the agency's ERP already held its financial data. Maintenance, budgets and asset records had to come together for the agency to serve citizens well.

02 The challenge

The agency found it hard to track its assets, plan their maintenance and decide where budgets should go. Repairs were mostly reactive, and downtime affected citizen services.

- No reliable view of the location, condition and status of public assets.
- Reactive maintenance led to more downtime and emergency repairs.
- Budget allocation lacked data on how assets were performing.
- Asset information was split across departments.

03 What they set up in Asset Infinity

The agency made Asset Infinity its central asset repository, planned maintenance there, and connected it to its ERP through the API so finance and operations share data.

Assets

One repository for public assets

Existing asset data was mapped into one register showing each asset's location, condition and status, open to every department that needs it.

Maintenance

Planned maintenance

Preventive plans by date or meter, plus scheduled inspections, replace waiting for failures. A failed inspection raises corrective work.

Work

Prioritized work orders

Maintenance tasks are scheduled and prioritized as work orders, assigned to crews and tracked to close.

Platform

Connected to the ERP

Asset Infinity was connected to the agency's ERP through the API, so asset and maintenance data informs budget decisions. Workflows were configured to the agency's processes.

04 How it works day to day

Here is how public asset maintenance now runs at the agency.

ASSET TEAM

Keeps the register current

Each road section, utility asset and vehicle has a record with its location, condition and status, shared across departments.

SYSTEM

Raises planned work

Preventive plans create work orders when an asset is due by date or by meter reading, before it fails.

INSPECTOR

Inspects in the field

Inspections are completed on a mobile checklist with readings and photos. A failed check raises a corrective work order.

SUPERVISOR

Prioritizes and assigns

Work orders are prioritized and assigned to crews, so the most important repairs for citizen services come first.

CREW

Completes the work

The crew records what was done and closes the work order, building the asset's maintenance history.

SYSTEM

Shares data with the ERP

Asset and maintenance data flows to the agency's ERP through the API, alongside its financial records.

BUDGET TEAM

Allocates funds

Reports on asset condition, downtime and maintenance cost point budgets to the areas that need them most.

05 Before and after

	BEFORE	WITH ASSET INFINITY
Asset visibility	Hard to track location, condition and status	One register shared across departments
Maintenance	Reactive, with frequent downtime	Planned maintenance and inspections
Repairs	Emergency repairs drove costs up	Fewer emergency repairs, substantial savings
Budgets	Allocated without asset performance data	Directed by asset and maintenance data
Citizen services	Disrupted by asset downtime	Roads, utilities and transport consistently available

06 How it rolled out

1

Asset data mapped. Existing asset records were mapped onto the new register so the move did not lose history.

2

ERP connected. The agency's ERP was connected through the API, linking maintenance and asset data to financial planning.

3

Workflows configured. Maintenance workflows were configured to match the agency's own needs and processes.

07 The results

- A significant decrease in asset downtime from planned maintenance
- Substantial cost savings from fewer emergency repairs and better use of resources
- Longer working life for critical public assets
- Roads and utilities consistently available to citizens
- Public transport vehicles running more reliably with timely inspections and repairs

08 Why it worked

Data mapped, not retyped

Existing asset records were mapped onto the new register, so departments started with history they already trusted.

Finance in the loop

Connecting to the ERP put maintenance data in front of the people who set budgets.

Planned beats reactive

Planned maintenance cut downtime and emergency repairs, which is where both the savings and the better services came from.

09 Looking ahead

With its public assets in one place and connected to its ERP, the agency moved from reactive repairs to planned maintenance and made budget decisions on asset data.

Citizens see the result in roads, utilities and transport that are available when needed, and the agency gets longer life and lower repair costs from the assets it already owns.

See it on your own assets

A 30-minute demo, set up for a government agency or public body.

The client's name is withheld for confidentiality. Results are as reported by the client.

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