Water & Wastewater | India

A wastewater company put its plants, vendors and maintenance on one platform

A wastewater and drinking water company replaced pen and paper with one system for assets across its plants, preventive maintenance, breakdown requests and the work of outside vendors.



AT A GLANCE

INDUSTRY
Wastewater and drinking water

REGION
India

LOCATIONS
Multiple plants and facilities

PREVIOUSLY
Pen and paper

FEATURES USED
Assets | Maintenance | Work | Finance

01 The client

The client is a wastewater management company with multiple treatment plants and associated facilities. It provides drinking water and wastewater management for many communities.

The company is planning more plants and expansion into other industries, and relies on a large number of external consultants and vendors to keep its facilities running.

02 The challenge

The company had no technology for managing assets. Pen and paper could not show what it owned across its plants, or whether the vendors and consultants it relied on had done their work.

- No central view of assets across all facilities.
- Assets were not tracked effectively across locations.
- Work by external vendors and consultants was hard to track.
- No way to audit tasks or track expenses to set budgets.
- Assets, inventory, maintenance and breakdowns had no single platform.

03 What they set up in Asset Infinity

The company now manages its assets and operations in Asset Infinity, in the cloud, configured to its requirements.

Assets

One register across plants

Assets at every plant and facility are tagged and recorded in one register, with asset verification rounds to keep it accurate.

Maintenance

Preventive maintenance with vendors

Preventive plans schedule maintenance across plants, and the system shows whether each vendor or consultant has completed their task.

Work

Breakdown requests

Repair and assistance requests are assigned to in-house staff or external vendors and tracked until they are fulfilled.

Finance

Costs and budgets

The cost of each task is recorded, giving accurate figures for managing expenses and setting budgets.

04 How it works day to day

This is how maintenance across the plants runs now.

SYSTEM

Schedules preventive work
Preventive plans create work orders for each plant's equipment when they fall due, with the checklist attached.

MAINTENANCE MANAGER

Assigns staff or a vendor
Each job goes to an in-house technician or an external vendor or consultant, who is notified of the work.

PLANT STAFF

Report a breakdown
A repair or assistance request is raised from the web or mobile app, or by scanning the equipment's label.

SYSTEM

Tracks progress
Every job shows its status, and a reminder goes out when one waits too long, whether in-house or with a vendor.

VENDOR OR TECHNICIAN

Completes the work
The work order is closed with notes and cost, so the record shows who did what and when.

AUDITOR

Verifies assets
Verification rounds in the mobile app confirm that assets are where the register says they are.

MANAGEMENT

Reviews costs and budgets
Reports on completed tasks and their costs feed expense tracking and budget setting.

05 Before and after

	BEFORE	WITH ASSET INFINITY
Asset management	Pen and paper	Cloud-based, one central platform
Asset visibility	No central view across facilities	Every asset in one register
Vendor work	Hard to track	Tracked to completion on each job
Preventive maintenance	No system to schedule it	Scheduled and managed in the system
Breakdowns	No tracking	Requests tracked to fulfilment
Budgets	No accurate cost data	Task costs feed budgets

06 How it rolled out

1

Configured to their needs. Asset Infinity was configured to the company's asset and operations requirements.

2

Assets tagged and registered. Assets across the plants and facilities were tagged and brought into one register.

3

Vendors brought in. Maintenance and breakdown work, including that of outside vendors, moved onto the platform.

07 The results

- Cost savings through asset tagging, tracking and accountability.
- Better asset assignment from complete asset information and a central view.
- Higher productivity through scheduled preventive maintenance.
- Repair and assistance requests tracked to fulfilment, including vendor work.
- Purchase requests and orders placed in time to prevent low inventory.

08 Why it worked

Vendors on the same system

Outside vendors and consultants work on the same jobs as staff, so the company can see what each has completed.

Ready for expansion

A cloud platform lets each new plant join the same system as the company grows.

Figures for budgets

Audited task records give accurate financial data for setting budgets.

09 Looking ahead

With its plants, assets and vendors on one platform, the company runs maintenance and breakdown work from a central view with real-time updates.

Accurate task and cost records give it a basis for budgets as it adds plants and enters new industries, and each new facility joins the same system.

See it on your own assets

A 30-minute demo, set up for a water or wastewater utility.

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

Book a demo

Start a 14-day free trial