

Make Your Strategy Strong

ZAP Asset Information Management Solution – ZAIMS™

Integrated Road Management Solution

zap-bs.com

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About ZAP

ZAP delivers tailored business solutions that streamline operations, automate workflows, and improve visibility across field service, asset-intensive and operational industries.

From workforce mobility to enterprise process automation, ZAP helps organisations modernise operations and improve business performance.

Ventia Australia (previously known as Broadspectrum) was the Operations and Maintenance Service Provider for the Toowoomba Second Range Crossing (TSRC) – Toowoomba QLD. The Toowoomba Bypass (formerly known as the Toowoomba Second Range Crossing) is a 41 km toll road bypassing Toowoomba, Queensland. Running from Helidon Spa to Athol, it routes heavy vehicles around the city, improving safety and saving drivers up to 40 minutes.

Business Requirements

The Project required an Asset Management Solution that address the Contracts requirements as well as operational and maintenance requirements as per – but not limited to – the followings:

Asset Management

- Asset Register lists all the Project Assets with structured classification.
- Identify Asset locations via GPS co-ordinates
- Record Assets' specifications
- Record and manage Asset Life Cycle

Maintenance Management

- Record and manage Code of Maintenance Standard per Asset Classification
- Set Preventive Maintenance (PM) Procedures per Asset Classification that are time-based and/or condition-based and their related Task Lists
- Set Corrective Maintenance (CM) tasks and level of condition of rectification work
- Record and Manage maintenance works via Work Orders PM or CM
- Record and Manage Service Requests
- Report on Asset Maintenance Performance

Operation Management

- Record Traffic Control Room Shift activities
- Recording Traffic Incidents on the Project
- Record Traffic Volumes for Project
- Report on the Traffic Incidents
- Record and track Project Vehicles
- Record and track Project Closures, either planned for maintenance work or unplanned for traffic incidents

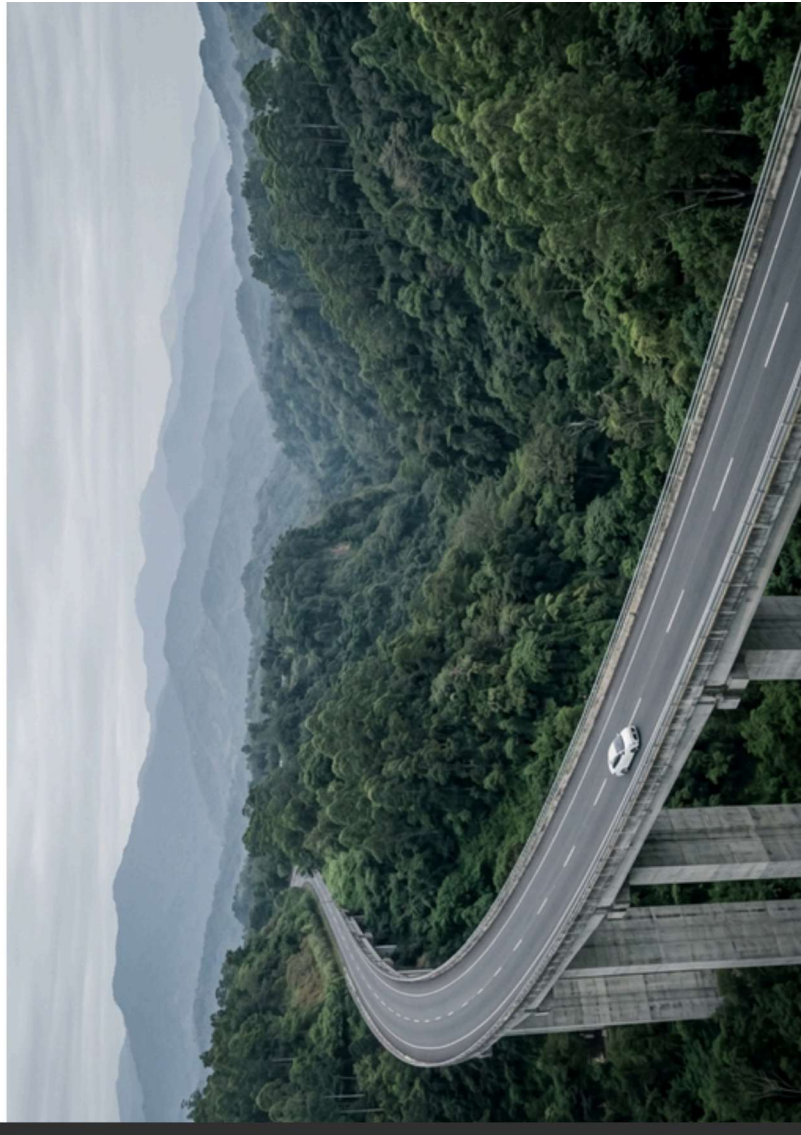
Compliance Management

- Streamline the process of managing the Project KPIs from collection, calculations and presentation
- Manage the community communications and complaints
- Record and track Permit to Work on the Project Assets

Why ZAIMS?

ZAIMS was purpose-built to address the unique O&M requirements of Asset Management delivering:

- Increased O&M efficiency
- Reduced administrative overhead
- Improved process control
- Enhanced WHS compliance
- Better workforce productivity
- Scalable digital transformation capability





Technology Benefits

Centralized Platform

A single integrated solution replacing fragmented manual processes

Real-Time Field Connectivity

Live communication and services update between office staff and field crews

Scalable Architecture

Designed to support growing operational demand and workforce expansion

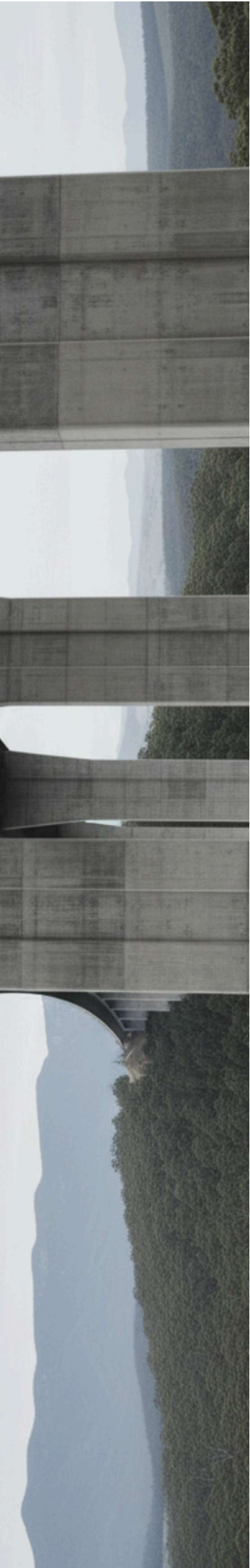
Improved Decision Making

Accurate operational and financial data available in real time

The Solution — ZAIMS

To support effective contract management and operational excellence, ZAP designed, developed and implemented ZAIMS, which contains the following integrated web-systems:

- **Asset Management Information System:** the core system that addresses the maintenance and operation requirements
- **Permit to Work System:** included in the Core System and linked to the Project Assets and Locations
- **Road Closure System:** included in the Core System and linked to the Project Assets and Locations
- **ZAP Active Community Communication (ZAC)** System that manages community communication for the motorway
- **ZAP Active Report (ZAR) System:** This system collects data from the Core systems to calculate and report on the contract monthly and quarterly reports.
- **ZAP Field Mobility App:** a Mobile App that links the Field Workers to the office to record the Work Orders (PM/CM) and Incident Response data.



Key Deliverables

End-to-End Process Automation

- Established business processes to address the Contract and the business requirements.
- Integrated the processes into One Solution
- Reduced manual administration and duplicate data entry
- Streamlined KPI management

Workforce Enablement

- Real-time communication between field crews and office staff
- Digital and online Service records from the mobile devices
- Reduced unnecessary travel and paperwork in reports
- Single-Source-of-Truth

Financial System Integration

- Implement Activity-Based-Costing (ABC) financially tracking process by classifying the Assets, the related Activities, and the resources, record their quantities and export them to the Financial System

WHS & Safety Management

- Digital safety checks for Vehicle
- Effectively reporting on the Contract's KPI by embedding their parameters and values into the Solution processes
- Improved compliance visibility and reporting
- Centralized safety documentation management, where Workers can access them in the field, such as SWMS, Toolbox Talks, Procedures, Plans, Policies and others

Business Outcomes & Achievements

The Solution served the Project from December 2018 till September 2023

Project core benefits

Over the 5 years of the Solution implementation period, it has successfully managed the following:

- 22,000 Assets, with their Locations
- 7,000 Work Orders
- 400 Permit to Work
- 7,300 Road Closures
- 3,000 Shift Reports for Traffic Control Centre Operator (TCCO)

Increased Productivity

- Accurately record, track and report on O&M Service Deliveries
- Reduced Project teams time to prepare the related reports
- Improved coordination between Workers and Traffic Control Room Operators
- Enhanced workforce efficiency
- Increased the transparency between the Project Team and the Client

Compliance & Safety

- Improved KPI compliance management
- Accurately reporting on the monthly Contract Performance, and KPIs
- Increased operational accountability