

Clarke Asset Management Services



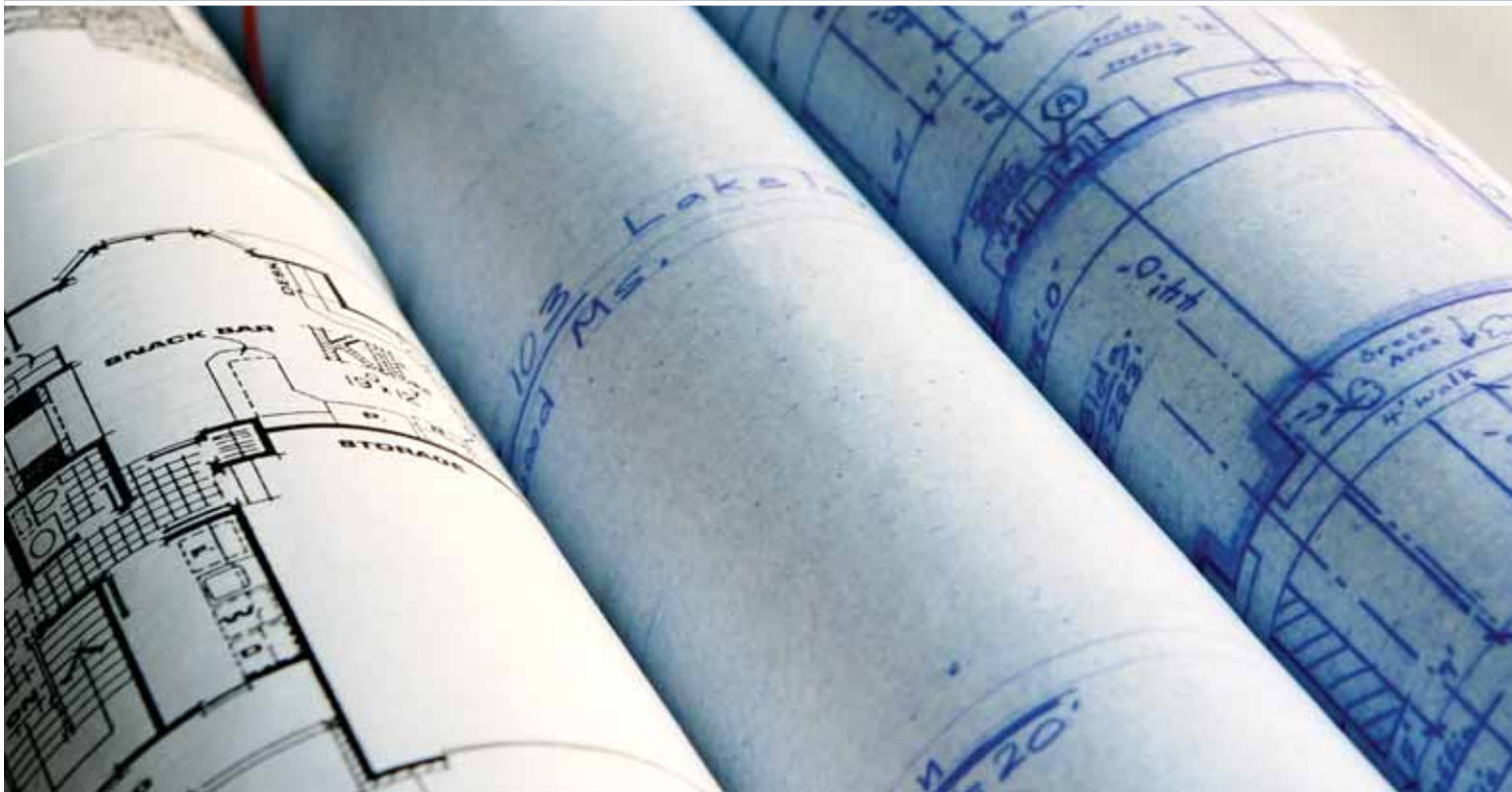
Benefits for Maintenance & Repair Works



- Updated & improved method of managing & organising repair & maintenance work, via electronic means.
- Very efficient maintenance scheduling for both client & crews on the ground.
- High level of efficiency & planning, resulting in effective reductions in paperwork, cost, time & resources.
- Regular updating of information, such as locations, necessary works, procedures, resources required; enabling prompt analyses, planning & execution of works.
- Ability for ongoing communication between client & contractor and with contractor & supplier.
- Efficient access to relevant information, such as maps, database, etc including ongoing contact with the response/repair team(s) on site detailing;
 - Estimated time of arrival at the job.
 - Estimated time to carry out the works.
 - Record of work done.
 - Record of actual time completed.

Clarke Mobile management systems gives a direct contact from the customer reporting a problem, to the corrective measures being executed by the crews- in an efficient electronic method

Clarke Asset Management System



Main Elements

- **Area Management**
Performs an overseeing role in a defined geographic zone.
- **Project Supervisor**
Organises resources/teams & deals with customer issues.
- **Teams**
Competent personnel equipped for mobile working, scheduled by the Work Control Centre.
- **Operations Centre**
Process all operational work, planning, resourcing, analysing via an operative (Work Planner) in a centralised location.





Clarke Asset Management Services

main procedures

Reactive Maintenance/ Emergency Repairs

- 1 Contact made from council/client/public to the Clarke's Works Planner (WP) in the Clarke Operations Centre regarding a defective element (eg: *damaged bollard, leaking watermains/meter, potholing, etc*)
- 2 Job/purchase order issued via electronic means (eg: *email*)
- 3 (WP) loads information onto Clarke's Asset Management System (CAMS)
- 4 Job information sent electronically to nearest
- 5 Clarke's Project Supervisor (CPS) visits the site/ location & makes an assessment of the necessary repair/ maintenance required
- 6 CPS then mobilises the nearest team who will collect the materials required with contact made simultaneously with relevant suppliers.
- 7 CPS logs arrival times & team data on CAMS from actual site, for record/ tracking purposes.
- 8 Repairs/works are carried out on site in compliance with health & safety regulations, traffic management measures, etc.
- 9 An on site quality check along with relevant record keeping of the particular task (eg: *measurements, photos, as built drawings*) is conducted by the CPS.
- 10 CPS updates the CAMS electronically via feedback with job completion details.
- 11 WP identifies the completed task/project for CAMS.
- 12 The Client can monitor the completed project(s) from their own CAMS access point via tailored electronic communications.
- 13 The purchase order is then transferred to status "complete" & an invoice is automatically generated by CAMS.





Clarke Asset Management Services

main procedures

Proactive Maintenance/ Planned Repairs

- 1 Clarke Management envisage that planned maintenance will be discussed between the council/client/public & Clarkes Works Planner in a period of time prior to the commencement of works.

Matters such as the methodology & programming will be addressed before the issue of a purchase order to Clarkes.
- 2 Job/purchase order issued via electronic means (eg: email)
- 3 (WP) loads information onto Clarkes Asset Management System (CAMS)
- 4 Job information sent electronically to nearest Clarkes Project Supervisor (CPS)
- 5 CPS visits the site/ location & makes an assessment of the necessary repair/ maintenance required
- 6 CPS then mobilises the nearest team who will collect the materials required with contact made simultaneously with relevant suppliers.
- 7 CPS logs arrival times & team data on CAMS from actual site, for record/ tracking purposes.
- 8 Repairs/works are carried out on site in compliance with health & safety regulations, traffic management measures, etc.
- 9 An on site quality check along with relevant record keeping of the particular task (eg: measurements, photos, as built drawings) is conducted by the CPS.
- 10 CPS updates the CAMS electronically via feedback with job completion details.
- 11 WP identifies the completed task/project for CAMS.
- 12 The Client can monitor the completed project(s) from their own CAMS access point via tailored electronic communications.
- 13 The purchase order is then transferred to status "complete" & an invoice is automatically generated by CAMS.