



“Dublin City Council is very happy with the work Fujitsu has done and the functionality it now has in its Environment & Transportation Department.”

Dublin City Council

Dublin City Council wanted a single platform to manage transportation assets. Fujitsu deployed Pitney Bowes Confirm® Solution, enabling real-time visibility of asset management.

#### At a glance

Country: Ireland  
Industry: Local Government  
Founded: 1840  
Employees: circa 5,500  
Website: [www.dublincity.ie](http://www.dublincity.ie)

#### Challenge

Dublin City Council relied on a variety of legacy systems to record the status of important assets, involving significant levels of manual intervention. It wanted to find a smarter way of managing its assets with total real-time visibility.

#### Solution

Fujitsu in conjunction with Pitney Bowes configured and deployed the Confirm Software Solution in the Environment & Transportation Department and integrated it with the Council's customer service (CRM) solution as well as a number of other systems.

#### Benefits

- All customer enquiries and inspection requests are now logged in the Confirm system, complete with GIS co-ordinates so they can be viewed on a map
- The Confirm app means users can view data on the move and update progress onsite
- Fujitsu has integrated Confirm with the CRM which means that when the public report issues they will get to the relevant Council personnel much quicker and easier



## Customer

Dublin City Council (DCC) is the authority responsible for local government in the city of Dublin in Ireland. It is responsible for housing and community, roads and transportation, urban planning and development, amenity and culture and environment in this city of over half a million residents. The Council has 63 elected members, circa 5,500 employees and is the largest local council in Ireland.

## Products and Services

- Fujitsu Systems Integration
- Pitney Bowes Confirm product and ConfirmConnect® mobile app

## Challenge

Managing urban assets is a vital part of successfully running a modern city and Dublin is no exception. From street lighting to traffic infrastructure and road pavement condition, it is essential to keep track of the current state of maintenance and operation.

Dublin City Council had been using a variety of legacy systems to record the status of these important and expensive assets. This involved significant levels of manual intervention using various systems. The Council wanted to find a smarter way to handle the monitoring of its asset portfolio.

DCC needed to keep records, track ongoing work, better prioritise works and measure performance across various divisions but the systems couldn't give joined-up, real-time visibility. In a time of decreasing budgets and investment, while traffic and roadworks increase, it became evident that DCC needed a modern IT platform to give a clear view of operations and maintenance of assets in the urban environment and ensure that issues could be solved quickly and cost-effectively.

The Council issued a detailed RFT, including over 500 requirements, for a new software solution that could provide granular transparency initially across all transportation related operations. As part of the tender evaluation process Dublin City Council carried out onsite visits to Aberdeen, Birmingham and London where the Confirm System had already been implemented, which helped convince them that Confirm could deliver against their extensive list of requirements.

Fujitsu had a track record of successfully delivering projects for Dublin City Council and so was well placed to assist the Council in deploying this new System.

## Solution

Pitney Bowes Confirm® is an enterprise asset management solution specifically designed to empower public bodies with the insight to make informed decisions on repair, maintenance and investment for critical public infrastructure assets against tightly constrained budgets and timescales. It enables stakeholders to make informed and accurate decisions on multiple asset types including urban roads and motorways, bridges, structures, parks and green spaces, trees, street lights, signage, street furniture, property, cleansing resources, refuse collection and management resources.

Starting with a series of workshops with key stakeholders, Fujitsu began to identify and implement the necessary processes and workflows for engineers, front desk agents, inspectors and other users. Using a staged implementation process over the course of thirty months, data was verified and migrated to the new platform, followed by user training and acceptance exercises.

DCC now have around 200 employees using the system, including 100 users in the field using the ConfirmConnect App. Fujitsu has also integrated Confirm with the DCC corporate customer services system, CRM, software to give full visibility across Road Maintenance operations. The extension of their interface for other sections is ongoing.

The Confirm system is hosted in Dublin City Council's secure data centre and managed by Fujitsu, which enables them to resolve incidents quickly and efficiently.

## Benefit

Now, rather than arriving via phone or email to different departments, all inspection requests and queries are funnelled and logged into the Confirm system, complete with GIS co-ordinates so they can be viewed on a map.

Confirm has also been configured by Fujitsu to work in a mobile environment so users can view data on the move and update progress onsite. Information passes both ways between users and the central database so updates are always available and agents can view progress in real-time. In addition, it has been integrated with the DCC corporate customer services system, CRM which automatically captures online requests or reports from the public allowing members of the public to quickly and easily report needed repairs. Put simply, everyone who needs information on the status of enquiries and the assets can easily access the latest up to date information from a single integrated platform.

DCC is very happy with the work Fujitsu has done and the functionality it now has within the various Sections and Divisions that use the Confirm System. DCC are satisfied that Fujitsu have proven particularly candid and flexible while always keeping DCC personnel updated on progress throughout the deployment which has greatly assisted DCC with the roll-out of this new asset management system and the successful delivery of the project overall.

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