



Urban Utilities

Ellipse 9 Training and Readiness by COSOL

Background

Urban Utilities provides water and wastewater services to South East Queensland. They have multiple sites, an extensive network of assets, and a specialised field workforce of permanent and contract employees who maintain them.

Urban Utilities was nearing the final phases of an extensive IT program wherein not only were they upgrading from Ellipse v5 to v9, but also integrating a complete ecosystem of new software packages from multiple vendors, in order to go-live with a complete, integrated solution for all users.

The new solution orchestrates the entire Urban Utilities works management approach, including mobile workforce management, call-centre, maintenance planning and scheduling, inventory optimisation, asset analytics and strategic asset planning – everything – with Ellipse as the system of record.

COSOL was engaged 3 months prior to go-live to provide instructional design, training, and change management services.

“I needed to inject some virtual excitement - something professional, engaging and informative - COSOL’s learning team immediately demonstrated their expertise”

Amanda Redford

Business Transformation Program Manager

Urban Utilities

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Challenges

The sheer scope of this implementation meant that the organisation was entering the new world all at once with a 'big-bang'. Long-time Ellipse users, with countless customisations and integrations, Urban Utilities required a robust change management and readiness approach, ensuring the whole organisation would know why the change was needed, the benefits of adopting new ways of working, what to expect on day one, and where to go for help and sustainment in the future.

With ambitious delivery targets, we relied on our deep Ellipse and change/training expertise. Delivery was further complicated by the Covid-pandemic, forcing a pivot from in-person to virtual training delivery.



“With COVID 19 in our delivery path we needed to pivot from face-to-face training to virtual delivery. COSOL helped us by transforming our run-of-the-mill training documentation into vibrant, engaging, short videos.”

Graham McGonigal

Leader Asset Analytics
Planning Group



COSOL Delivery

COSOL's engagement commenced 3 months prior to go-live. At this point, the senior leadership team wanted to inject some virtual excitement into the launch of the solution. The change and training teams also needed assistance to build awareness and knowledge of system functionality.

The solution was 20 short videos, aimed at targeted cohorts across the business, each addressing a high-impact area of change, while carrying a global and unifying message about how good data would lead to improved outcomes for employees and for the communities they serve. These videos were drip-fed to the business in the lead up to go-live via internal communications and platforms, and as tools during formal training engagements.

While some of the content is contextual - terms of the adoption of new process and this implementation specifically - the majority is intended for future use for myriad of purposes from field worker induction through to systems administration training.

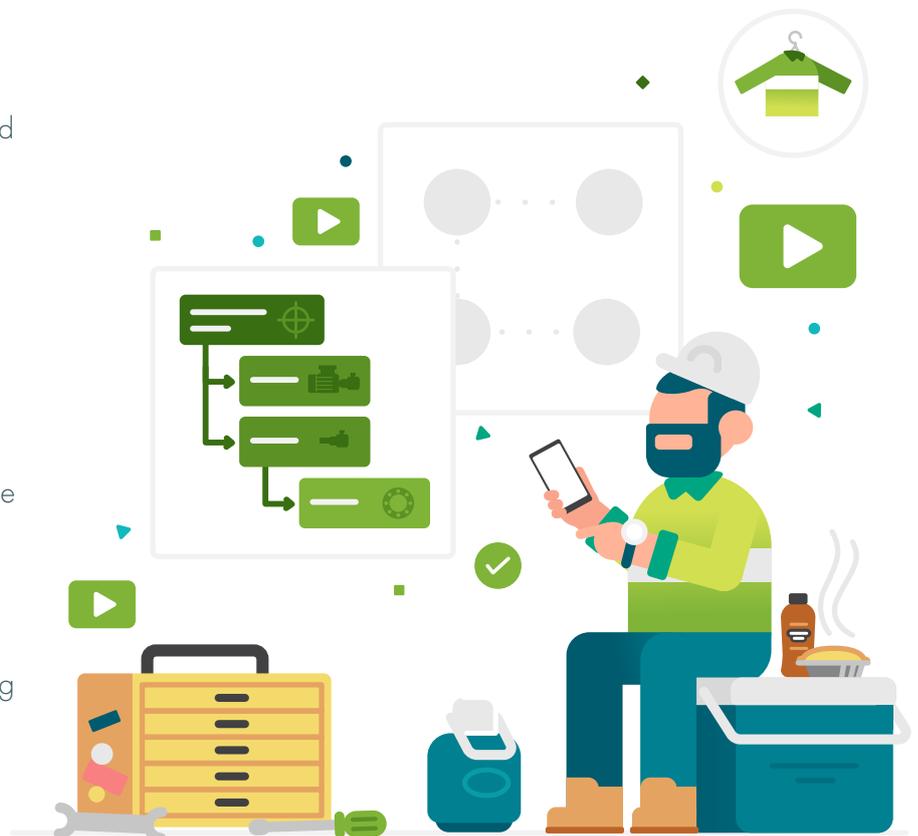
Design

The visual approach towards the training videos was to create minimalistic graphics that aimed to relate to the large and diverse team at Urban Utilities, as well as create a design language that meant we could quickly create the complex structures and systems of EAMS in easy to read formats. Distilling down core concepts of the training materials into easy to follow storylines that educated, entertained and got everyone excited for the changes to come.

“COSOL have done awesome work and it's been great to see a fresh approach to communications and learning, and seeing the key messages emerge out of the detail and spread throughout our organisation.”

Sue Stroobach

EAMS Stream Lead Supply Chain
Information Services





Topics Include:

Change & Communications

- Introducing our Enterprise Asset Management Solution
- Training Kick-Off
- Change and Readiness Approach
- Ready Set Go-Live

Software Solution Overview

- Introducing Ellipse 9
- Introducing Urban View (Call Centre/GIS integration)
- Introducing the Scheduler & Optimiser (Click FSE)
- Introducing Field Mobility Solution (Click Mobile)
- Barcoding & Supply Chain (Ellipse)



Theory

- Equipment Register Essentials
- Procure to Pay Overview
- Works Management Approach
- Asset Planning Data Analytics



Specific Use-Cases

- Performing Approvals in Ellipse
- Requisitioning from Internal & External Catalogues
- Requesting Changes to the Equipment Hierarchy
- Introducing Smart Excel
- Labour Costing and Contractor Timesheets



Project Summary

Working as part of an established team within Organisational Readiness, COSOL provided instructional design and change management services with the design and release of 20 short videos. These videos were targeted to a broad audience across Urban Utilities in the lead-up to the go-live of Ellipse 9, as well as part of a broader asset management and business systems upgrade project.

The videos were very well received, with outstanding feedback from end users, SMEs and leaders across the business, including the Executive Leadership Team and Urban Utilities Board.

Certain videos 'went viral' throughout the organisation as the topics covered, often key to enterprise asset management as a discipline, had previously been dense and inaccessible to a non-specialist audience. Now these complex topics were visually explained in the context of the organisation, resulting in an increase in understanding of the 'big picture' for users across the business, and their role in shaping it.

In particular, the video for Click Software's scheduling product, which was integrated with Ellipse for workforce management, was shared with the vendor, who themselves have praised the way in which the system was depicted and in turn wish to share it with their other customers to show best practice.

“The awesome talent of this team has absolutely contributed to what will be a successful go-live as our employees are more informed, engaged and skilled. ”

Amanda Redford

Business Transformation Program Manager



Quotes

COSOL have done awesome work. It has been a delight working with the team on these videos and I have learned a great deal and had fun along the way. It has been great to see a fresh approach to communications and learning, and seeing the key messages emerge out of the detail and spread throughout our organisation. The content that Lee and the COSOL team have produced will make a big difference in the success of this project.

Sue Stroobach

EAMS Stream Lead Supply Chain
Information Services

I engaged COSOL to supplement my existing instructional design team and to inject some virtual excitement at the request of the CEO, Louise Dudley. We had just entered into the COVID pandemic and the majority of employees were working remotely. I needed something professional, engaging and informative and COSOL's learning team immediately demonstrated their expertise. They designed and produced a suite of videos for the Program, delivering with speed on a range of topics from basic system overviews to build awareness, to more complex asset management topics such as Equipment Hierarchy Essentials.

The COSOL team were a great cultural fit and constantly went above and beyond; they exceeded every expectation I had. The awesome talent of this team has absolutely contributed to what will be a successful go-live as our employees are more informed, engaged and skilled. Thanks guys, your work is exceptional.

Amanda Redford

Business Transformation
Program Manager

QUU engaged COSOL to support our training of Ellipse 9 concepts. With COVID19 in our delivery path we needed to pivot from face-to-face training to virtual delivery. COSOL helped us by transforming our run-of-the-mill training documentation into vibrant, engaging, short videos. I was really impressed by the way they showed the depth of understanding into nailing the content of the videos in a very short time. One of the stars of the show was our Equipment Register Essentials video which perfectly describes the equipment register in a few short minutes. Thanks, COSOL - we couldn't have delivered this without you and would recommend your services to anyone else needing this kind of support.

Graham McGonigal

Leader Asset Analytics
Planning Group

We have had so much positive feedback from the business on the training. Thank you so much for all your hard work on the program.

Brett Mann

Head of Business Transformation



COSOL is the world leader in EAM and ERP data migration consultancy, services and resourcing for asset intensive industries. With dedicated practices, resources and tools for SAP, Ellipse, Maximo and Pronto, we have the functional, technical and domain expertise to help you wherever you are in your ERP or EAM project.

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