



COSOL

Case Study

Urban Utilities, South East Queensland

Utilities – Water and Waste Water

Ellipse 9 Training and Readiness by COSOL

2020

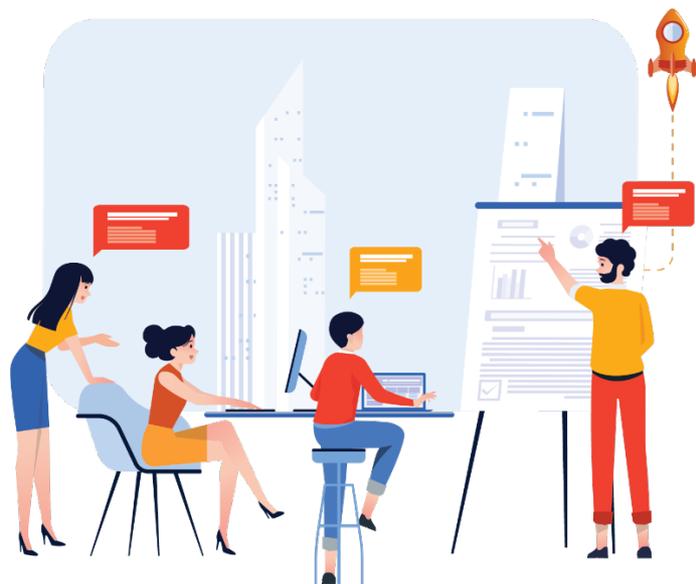
Background

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 phase 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 prior to go-live to provide instructional design, training, and change management services.





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.”

Graham McGonigal
Leader Asset Analytics – Planning Group

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 the 'why' behind the change, 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-19 pandemic, forcing a pivot from in-person to virtual training delivery.



COSOL delivery

The brief was that the senior leadership team wanted to inject some virtual excitement into the launch of the solution, and the change and training teams 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 was contextual in terms of changing business processes for 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

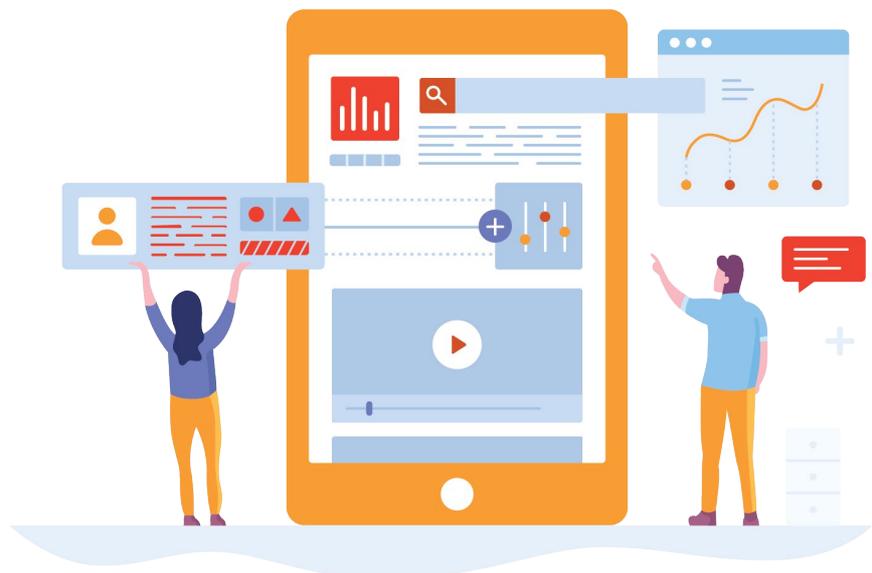
- Introducing Ellipse 9
- Introducing Urban View (Call Centre/GIS integration)
- Introducing the Scheduler & Optimiser (Click FSE)
- Introducing Field Mobility Solution (Click Mobile)
- Barcoding & Supply Chain (Ellipse)

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. The videos were targeted to a broad audience across Urban Utilities in the lead-up to the Ellipse 9 go-live, as well as part of an asset management and business systems upgrade project.

The videos were very well received, with outstanding feedback from end users, subject matter experts 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.

"I engaged COSOL to supplement my existing instructional design team and to inject some virtual excitement at the request of the CEO.



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."

Amanda Redford
Business Transformation Program Manager



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

Contact

COSOL Asia Pacific, Brisbane

+61 7 3129 3341

enquiries@cosol.global

COSOL North America, Denver

+1 303 406 4000

enquiries@cosol.global



www.cosol.global



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@COSOL_int