

From Outage Risk to a 12-Minute Recovery: How a Queensland Building and Infrastructure Provider Future-Proofed Its Asset Management Platform

12

minutes

Average system downtime after re-platforming, down from 3 hours

30

minutes

Report run times for finance and procurement teams, down from 2 hours

3 year

agreement

Ongoing Managed Services secured, with 24/7 monitoring now in place

A Queensland building and infrastructure provider was facing outage risk on an ageing, unsupported Ellipse platform partnered with COSOL to re-platform onto modern infrastructure, cutting downtime by 93% and securing three years of guaranteed reliability.

THE QUEENSLAND BUILDING AND INFRASTRUCTURE PROVIDER

This customer is a trusted builder for the Queensland Government, managing a multibillion-dollar asset portfolio across the state. Their work spans the full asset lifecycle, from planning and delivering capital works to partnering on public infrastructure projects, maintaining public assets to a high standard, and restoring government-owned infrastructure rapidly after severe weather events.

As one of the organisations supporting Queensland's \$59 billion building and construction sector, they work closely with government agency asset owners to manage assets strategically, freeing those agencies to focus on delivering front-line services to Queenslanders. That role comes with a level of scrutiny and reliability expectation that most private-sector asset owners never face. When public infrastructure is on the line, and when severe weather can turn a maintenance schedule into an emergency response overnight, the systems underpinning that work cannot afford to be a liability.

Their asset management operations depend on Ellipse, the enterprise platform that has run their core asset data since 2009.

THE CHALLENGE

By the time this organisation approached COSOL, their Ellipse 6.4 environment had been running for well over a decade. The software version and the infrastructure hosting it had both been retired by the vendor, and the hardware itself was operating at its performance limits. That combination left the Australian building and infrastructure organisation carrying real outage risk on a system their teams relied on daily to manage public infrastructure.

The pressure wasn't just technical. This customer needed a further three years of dependable system performance while they assessed their longer-term platform strategy, without disruption to the

frontline asset management work that Queensland Government agencies depend on. **A major outage on a system like this doesn't just cause inconvenience, it risks delaying capital works, community asset maintenance, and disaster response coordination at exactly the moments those functions matter most.**

This is a familiar position for organisations running long-serving EAM platforms. The system still does the job it was built for, but the infrastructure underneath it has quietly become the biggest risk in the building.

THE APPROACH

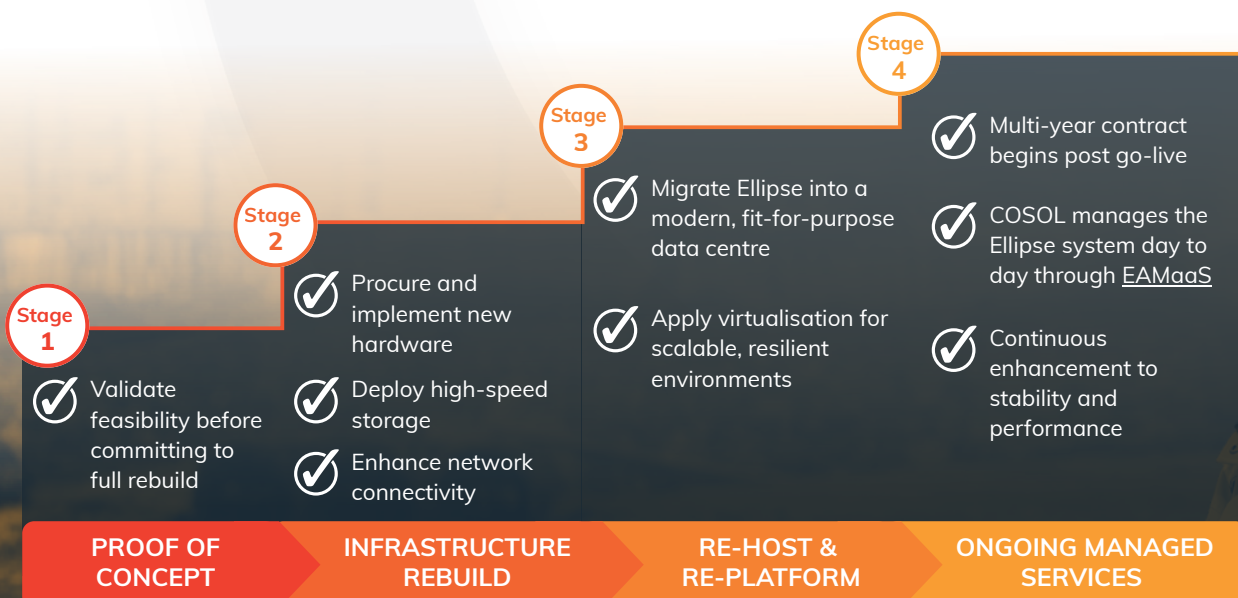
COSOL was engaged to address the ageing Ellipse platform and its unsupported infrastructure through a re-platforming and re-hosting solution.

The engagement began with a proof of concept, confirming the migration to supported hardware was feasible before committing to a full rebuild. From there, COSOL proposed and delivered a complete rebuild of the infrastructure environment, procuring and implementing new hardware, deploying high-speed storage, and enhancing network connectivity to lift both performance and reliability.

The environment was re-hosted and re-platformed into a modern, fit-for-purpose data centre using virtualisation technology. Virtualisation gave the environment greater

flexibility and resilience, creating scalable virtual environments from a single physical infrastructure, which maximised resource efficiency and reduced the downtime risk that had driven the engagement in the first place.

This is the model EAMaaS is built around. Rather than treating the platform as a one-off fix, COSOL took on the data centre, the software, and the specialist support required to run it well, so this organisation's team could stay focused on their asset strategy and data rather than the infrastructure underneath it. Following go-live, that relationship continued under a multi-year Managed Services contract, with COSOL managing the Ellipse system and driving further enhancements to stability and performance on an ongoing basis.



WHAT COMES NEXT

The relationship is ongoing. Under the current multi-year EAMaaS agreement, COSOL continues to manage the Ellipse system and provide operational support, with a continued focus on further enhancements to infrastructure stability and performance.

This isn't a project that concluded at go-live, it's a standing partnership focused on keeping the platform reliable as the organisation's needs evolve. With a stable platform now in place, the organisation is also well positioned to draw on COSOL's Intelligent Asset Operations capability, using AI agents to extract intelligence from asset data and turn it into sharper maintenance decisions, earlier risk detection, and more informed asset strategy over time.



COSOL: When Reliability Matters

COSOL is built on one belief: in asset-intensive industries, reliability is everything. We're a trusted, data-led asset management partner - known for our deep expertise, dependable delivery, and ability to keep critical assets performing at their best.

BUSINESS IMPACT

Since going live on the new platform, this organisation has seen measurable improvement across the metrics that matter most for a system supporting critical public infrastructure work, like:

- ✓ Average system downtime dropped from 3 hours to 12 minutes, a reduction of roughly 93%.
- ✓ Report run times for finance and procurement users fell from 2 hours to 30 minutes, a direct efficiency gain for the teams who rely on Ellipse daily.
- ✓ Automated 24/7 monitoring through our EAMaaS program is now in place to detect and respond to issues before they escalate.
- ✓ The organisation secured a reliable 3-year Managed Services agreement, giving them the platform stability they originally set out to achieve.
- ✓ Ellipse successfully migrated and re-hosted onto supported, modern infrastructure.