Brightly

Client Success Story

From Bogey to Birdie: City of Monash Maintains Golf Courses with Brightly Confirm

Client

City of Monash

Location

Monash, Victoria

Vitals

- Population of 200,000 people
- Two golf courses catering for over 60,000 rounds played a year
- One of the longest users of Confirm (purchased Confirm in 1999, shifted to Confirm OnDemand — Brightly's cloud-based solution — in 2020)
- 362,000 assets in the system today, a mix of previously captured and newly captured assets

Challenges

The City of Monash wanted to move away from manual, paper-based maintenance scheduling for its golf courses to a mobile asset management solution that allowed its team to access, complete, and record jobs while out on the green.

Results

With Workzone, Monash can now:

- Schedule jobs days in advance, allowing for improved time management and resource allocation
- Easily move tasks between crew members for a more dynamic management approach
- Have a live view of ongoing and completed jobs to better track productivity

With ConfirmConnect, Monash can now:

- Complete maintenance jobs more efficiently by giving its teams the ability to access live task lists, update asset conditions, and complete activities while out on the course
- Gain a better understanding of the cost of the maintenance of its golf courses
- Improve the condition of the golf courses through greater capture of data and analysis

Concerns

The City of Monash is a local government area in the southeastern suburbs of Melbourne with a diverse population of more than 200,000 people. Monash is well-regarded for its range of recreational facilities that support the health and wellbeing of its community. This includes two public golf courses — the Glen Waverley 18-hole golf course and the Oakleigh 9-hole public golf course — together catering for over 60,000 rounds of golf played a year.

Any local government with a golf course knows that keeping the green looking its best takes a lot of effort — and mowing! From the tees to the holes, fairways, and general areas of the course, every square metre must be verdant, trim, and tidy all year round. Maintaining golf bunkers — shallow sand-filled pits to test a player's ability — is another intensive task, as is watering, blowing away debris, spraying weeds, and fertilising. The list of jobs continues, including maintaining paths, moving holes and markers, running soil and dam tests, maintaining equipment, and more.

Despite having been a long-time user of Confirm for asset management (since 2001), its golf course teams relied on work schedules printed and pinned to a corkboard. If a new customer enquiry came through during the day, the team would have no visibility of the issue in the field. It also made it difficult for management to track the status and costs of maintenance activities and asset conditions, with little to no work history trail recorded.

In 2019, Monash was required to re-tender for its central asset management information system (AMIS) software to support the end-to-end management of all council assets. Once more, Brightly was selected as the preferred partner, leading to Monash shifting to the Confirm OnDemand cloud-based solution in 2020. Monash took this opportunity to streamline more of its work processes and add new asset classes to the system — including for its golf courses.

By using Confirm OnDemand, Monash wanted to improve efficiency and provide better service by eliminating manual processes and double handling, accessing real-time information, and improving reporting. They also wanted to leverage ConfirmConnect, the platform's mobile solution, so its workers could access customer requests and jobs while out on the golf grounds.

The Solution

Monash's asset management team worked with Brightly and the golf team to develop a GIS-mapped asset inventory for every hole on both golf courses. Next, they completed a comprehensive business process review, hosting configuration workshops to understand current practices and discussing how they could be better streamlined. The team captured the huge range of tasks in the program, setting up repeating job regimes for regular work and cyclic job regimes for seasonal work. The forepersons were also set up to be able to instantly send scheduled jobs to their teams, allowing them to complete the task and close the job on the spot.

After walking the leadership team through the system and getting the go-ahead, next came getting the word out to the golf course teams and stakeholders — and, of course, their buy-in. This was achieved by:

A monthly communications pack for stakeholders outlining the project, objectives, training, and delivery timelines, including before key project milestones

Toolbox meetings to provide staff with project updates and upcoming training awareness for the golf team

A Confirm learning hub, a built in SharePoint and accessible to all staff in the field on their device, linking to all learning material, project communication, links to the system, step-by-step process instructions, quick tip videos, training dates, and e-learn resources

Visual reminders at the golf course, of the program, training, the go-live date, and a QR code to the learning hub

Training sessions to walk staff through the new processes developed for actioning enquiries and jobs in ConfirmConnect — classroom style and practical sessions in the field

Awareness and training reminder walkthroughs by team leaders a week before training sessions

On-the-ground support and assistance for two weeks after go-live

Recognising the importance of being agile and flexible to the golf course teams' needs, Monash decided to refine some of the configurations after the system went live based on the team's experience. This included keeping mowing and bunker maintenance tasks as repeating jobs whilst allowing up to two weeks of tasks to be scheduled; moving to a task-based approach using cascading attributes for those activities not completed every day; and implementing a more streamlined pre-start checklist, including safety checks, which also uses cascading attributes.

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The Results

The use of ConfirmConnect for their asset management and work scheduling has resulted in the following:

→ Increased efficiency through more streamlined processes

→ Enabling staff to access, record, and monitor tasks in the field

→ Provide better data to leaders to make more informed decisions

→ A better understanding of the cost of the maintenance of its golf courses, how long tasks take, and how many staff are needed to do those tasks for smarter, data-driven decisions

→ Ensuring levels of service are met

→ Improving course conditions through the ability to monitoring the condition of assets over time

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We wanted to streamline processes. We wanted to access, record, and monitor tasks in the field. We wanted to understand the cost of maintenance, how long tasks take, how many staff are needed to do those tasks. We wanted to also ensure a level of service was provided, and we also wanted to monitor the condition of the assets over time.
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Lauren Day
Coordinator Strategic Asset Management,
City of Monash