

ASSET
MANAGEMENT
BENCHMARKING

Enhance customer value



LEADING WATER INDUSTRY TRANSFORMATION

ASSET MANAGEMENT BENCHMARKING

Enhance customer value

 Objectively assess strengths and weaknesses

 Assess performance against international peers

 Plan and implement improvement roadmap

Collaborate and drive value

Gain insight from industry peers with our exclusive **Industry Report and Leading Practices Conference**

Developed by Water Services Association of Australia in the early 2000s and run every four years, **Asset Management Benchmarking** has been employed across Australia and used by over 60 global participants across Asia, Americas, UK and the Middle East

Utility Report

Graded against your industry peer group and rated according to your strategic objectives, your utility assessment, verification and report is completed by accredited consultants with global experience in asset management and benchmarking, evaluating over 600 measures across the GFMAM 39 subject areas. In addition to your asset management strengths and weaknesses, your **Utility Report** provides an improvement roadmap, facilitating and informing implementation of business cases, including an overview, background, context, objectives, required improvements and actionable items, as well as a budgetary estimate of resource and implementation timeframes.

Industry Report

Gain meaningful context for your **Utility Report** results by comparing against similarly-sized asset managers within the industry. Your **Industry Report** explores industry trends, by peer group or all participants, and includes analysis of min, max, median and target scores.

Leading Practices and Leading Practices Conference

Development of **Leading Practices Compendium**, and identification of Leading Practices from across the participant group, including showcasing of these over a 2–3 day **Leading Practices Conference** recognizing the global leaders in asset management, as well as offering priceless exposure to rising industry talent. Exclusive to Asset Management Benchmarking participants, the event is renowned for its dedicated focus, on asset management, including invaluable outcomes and unparalleled networking opportunities amongst asset management executives and professionals.



Objectively assess strengths and weaknesses



Assess performance against international peers



Plan and implement improvement roadmap



Asset Management Customer Value (AMCV)

Benchmarking that goes beyond ISO55001, based on the internationally-recognized GFMAM 39 subjects

Balanced approach, providing insights on **Past to present**, **Current state**, and **Future state** continuous improvement

Confidential improvement opportunities, tailored to your organization, along with utility-specific reports

An insight into trends and leading practice in asset management

Better meet the needs and expectations of customers and stakeholders

Compare the quality of the utilities' asset management processes with others within the industry, including areas of improvement

Identify organizations which represent leading practice in processes within the peer group

Identify and showcase global leaders in asset management

Conveyance of international lessons and best practices to all project participants

Unparalleled networking opportunities with industry leaders in asset management

Promote focused networking

Provide greater understanding of business processes (*how we do things*) and their relationship with metric outcomes (quantitative performance)

Year-on-year review to identify performance change over time

Comparisons of past to present asset management maturity change

Water Services Association of Australia's Asset Management Customer Value tool, developed specifically for the unique needs of utility managers, remains the water industry's leading platform for asset management benchmarking and exclusive water industry data. Isle is pleased to be exclusively licensed by WSAA to employ their Asset Management Customer Value tool.

"Asset Management Customer Value tool is a holistic approach to comparing asset management lifecycle functions and processes that gives you the tools and information to drive process improvement. Let's collaborate, learn from each other and drive value in our businesses and communities."

WATER SERVICES ASSOCIATION OF AUSTRALIA, 2020

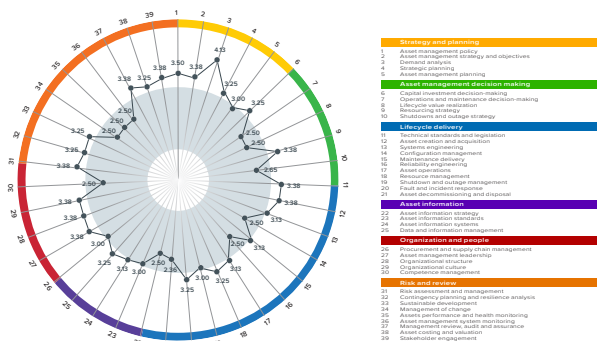
Asset Management Benchmarking is aligned with the internationally recognized GFMAM 39 subject areas and its six subject groups. This benchmarking program is a result of WSAA and IAM collaborating to facilitate international Asset Management comparisons.



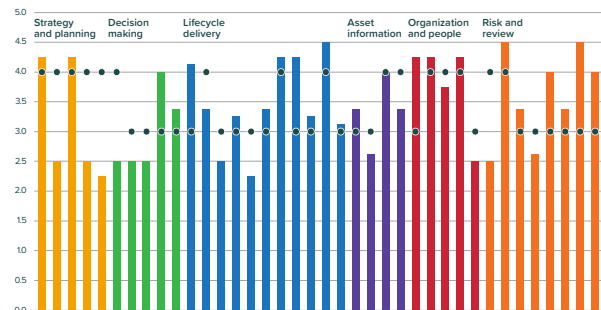
GFMAM
Global Forum on Maintenance & Asset Management



iAM
The Institute of Asset Management



Typical output GFMAM 39 subjects scores



Compare Performance to industry median (●) across 39 GFMAM subjects

We're here to help, contact us today



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CERTIFIED ASSET MANAGER



Paul Harris

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Isle is proud to introduce our **Asset Management Benchmark** leads, heading a team of experienced professionals

Farshad has over 20 years experience across water, transport and energy sectors, and has led the delivery of end-to-end asset management transformational programs internationally.

Farshad was Program Leader for the successful delivery of WSAA AMCV 2020, and Australia/NZ Region Coordinator for the delivery of WSAA/IWA International Asset Management Benchmarking in 2008 and 2012. He held global service line leadership roles in asset management with international consultancies, as well as hands-on utility experience, prior to joining Isle and is an IAM Certified Asset Manager.

Farshad remains a highly active thought leader in the asset management discipline, with the vision of helping raise awareness and implementation of asset management excellence across the industry.

Paul has over 25 years experience in infrastructure, particularly in the global water, electricity, gas, rail, airline and manufacturing industries.

His key areas of expertise include asset management strategy, operating model, structures, roles, processes, practices and systems.

He has managed several IWA-WSAA civil maintenance, mechanical and electrical maintenance, and customer service benchmarking programs. He was also a member of the delivery team in the successful 2020 WSAA Asset Management Customer Value Program, and the 2008 and 2012 IWA-WSAA International Asset Management Benchmarking Programs.



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LEADING WATER INDUSTRY TRANSFORMATION

Business insight

Strategy, business case, maturity assessment, operating model, process and practice optimization

Technology and innovation

Due diligence, corporate programs, intellectual property, commercialization

Asset management

Policy and planning, systems assessment and integration, benchmarking, capacity building

Our vision is to be the leading catalyst in water industry transformation through exceptional business insight, technology, and innovative solutions. Isle offers a unique synergy between business and technology consulting; our capabilities span visioning and strategy development through to implementation of business structure, operating model, processes, systems, technology, and innovation