

# Case Study

## City of Cape Town Water and Sanitation



CITY OF CAPE TOWN  
ISIXEKO SASEKAPA  
STAD KAAPSTAD



### Client Background

Engineering and Asset Management provides Mechanical, Electrical, Fleet Management, Process Control and Design and Contract services to Water and Sanitation, City of Cape Town.

Fleet Management and Maintenance services support all vehicles used in the execution of branch functions within Water and Sanitation. The division consists of a fleet management department and a workshop section. Fleet Management specify, procure and equip vehicles, and perform vehicle rentals, fuel management and satellite tracking. The workshop is responsible for repairs and services on vehicles out of service plan, and emergency repairs.

### Key Challenges

Fleet Management and Maintenance services:

- render services to 135 depots;
- manage 1081 vehicles;
- manage vehicle fuel and tracking;
- own and maintain 400 small plants and trailers.

The Water and Sanitation Fleet has several challenges. The large fleet, geographical spread and diverse customer base creates challenges for Work Planning and Control (WPC) procedures and resources. Challenges are low vehicle availability, deteriorating vehicle condition, high levels of vehicle rentals and high cost.



### Value Add

- To-be business processes have been developed.
- All departments are managed through a single SAP® platform, providing a holistic view of all work requests and progress.
- The SAP® based system and automated communication (email) streamlines data velocity amongst all users.
- Reporting on work status, age and throughput is managed on each work order giving all stakeholders a clear view of work progress.
- Fuel usage and vehicle abuse is controlled through tracking and e-fuel reporting and distribution.

**“Improved Water and Sanitation Fleet Services management results in improved vehicle availability and reliability. This results in better service delivery to keep water running and toilets flushing.”**

Client

### Pragma Intervention

- A detailed Asset Management Improvement Plan (AMIP) assessment was conducted on all Engineering and Asset Management departments.
- An AM charter was developed consisting of a policy, strategy and strategic asset management plan.
- An Asset Care Centre (ACC) service was implemented to support CoCT in exploiting the functionality available within SAP® and to continually optimise their processes.
- An AMIP master plan was developed by the ACC to manage future projects in line with the strategic asset management plan.
- SAP® master data was configured to facilitate proper WPC procedures and improve accountability within Fleet sections.
- A notification functionality was enabled in SAP® to use as a Daily Management System to streamline work amongst all parties involved to log work, send work orders for approval, activate work, sign off on work and generate payments.

Improved Water and Sanitation Fleet Services management results in improved vehicle availability and reliability. This results in better service delivery to keep water running and toilets flushing.

### Tools and Technology

- SAP® and SAP® BI
- Microsoft Office VBA programming
- RAMM tracking and e-fuel.
- AMIP
- Focused Improvement
- Asset Register Administration
- Work Planning and Control
- Asset Care Plan development.

