

A large green arrow pointing to the right, positioned behind the text.

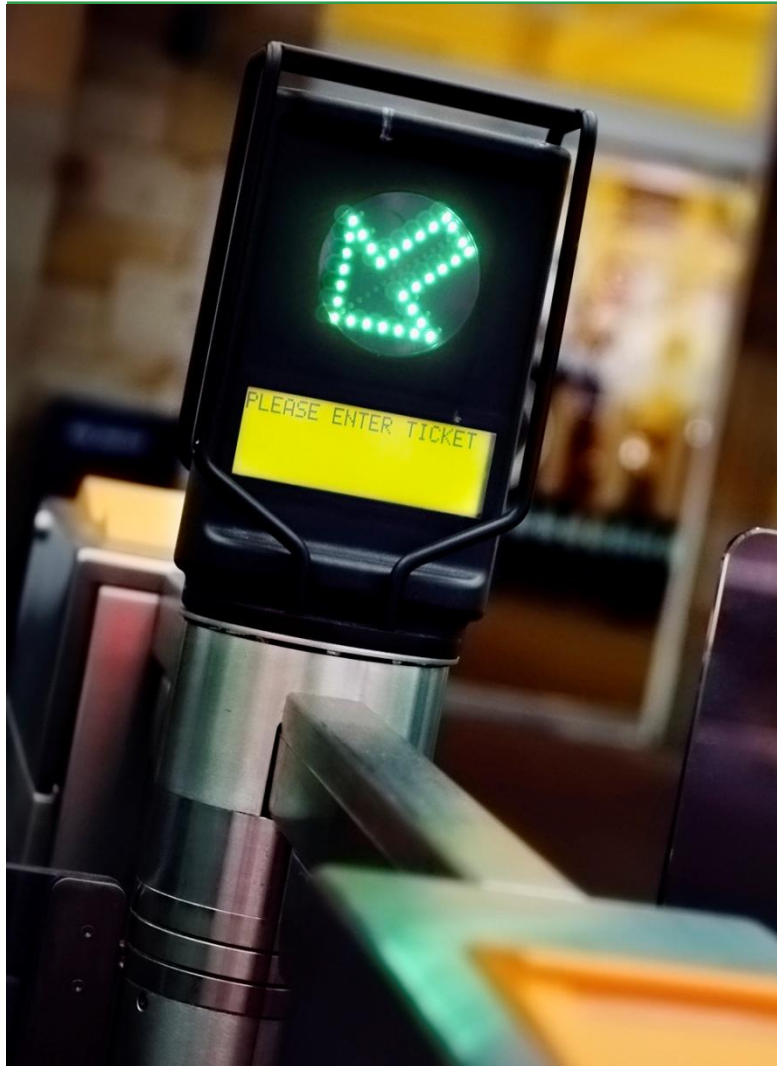
High performance. Delivered.

## Operations Transparency

Achieve High Performance in Service  
Efficiency and Asset Management



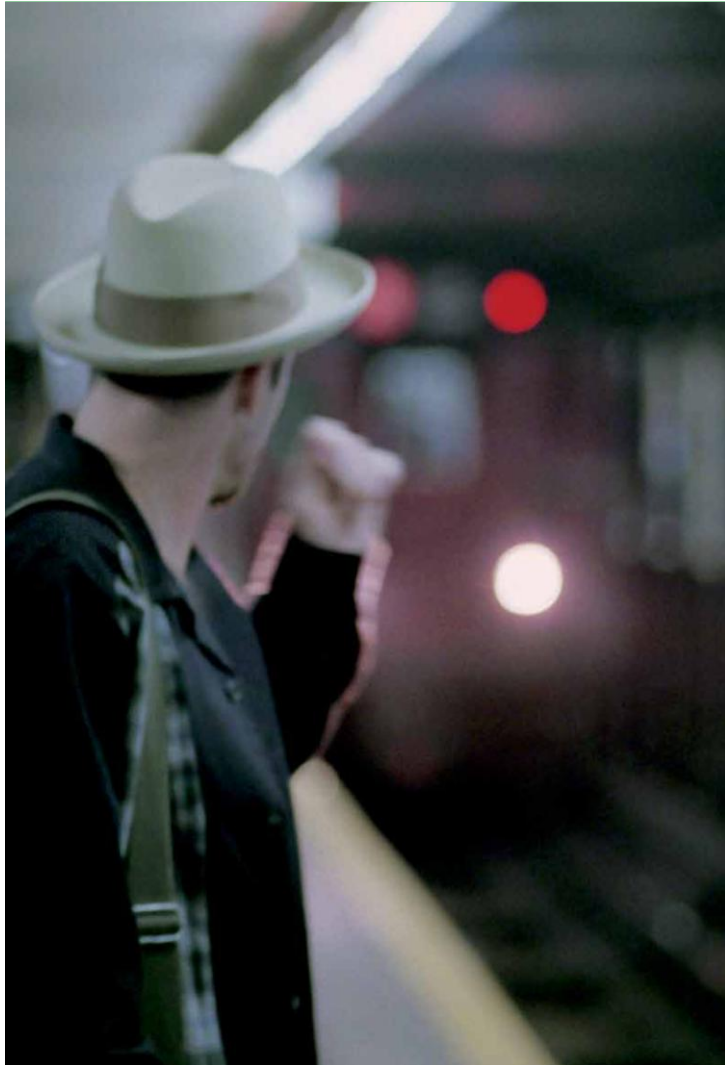
# Public transportation is a lifeline in crisis



- Budgets are being **slashed**
- Services are being **cut**
- Routes are **disappearing**
- Riders are being **stranded**
- Transit workers are **aging**
- Fares are **increasing**

Transit agencies need to **do-more-with-less** in the face of increasing rider expectations and limited resources.

# State of Good Repair is a priority supported by FTA specific funding



- FTA Regularly Solicits SOGR proposals
  - Recent request due March 22, 2012
- Focus is **on improving and maintaining SOGR**
- **Latest FTA funding of \$650 million** to:
  - Improve transit capital asset condition
  - Improve transit asset management systems
- **Asset management** is defined by the FTA as:
  - A **strategic and systematic process** of operating, maintaining, and improving physical assets
  - With **a focus on both engineering and economic analysis**
  - To **identify a structured sequence** of maintenance, repair, rehabilitation, and replacement actions
  - That **will achieve and sustain a desired state of good repair** over the lifecycle of the assets **at minimum possible cost.**

# Operations Transparency: Supports the SOGR agenda through better visibility, better asset decisions

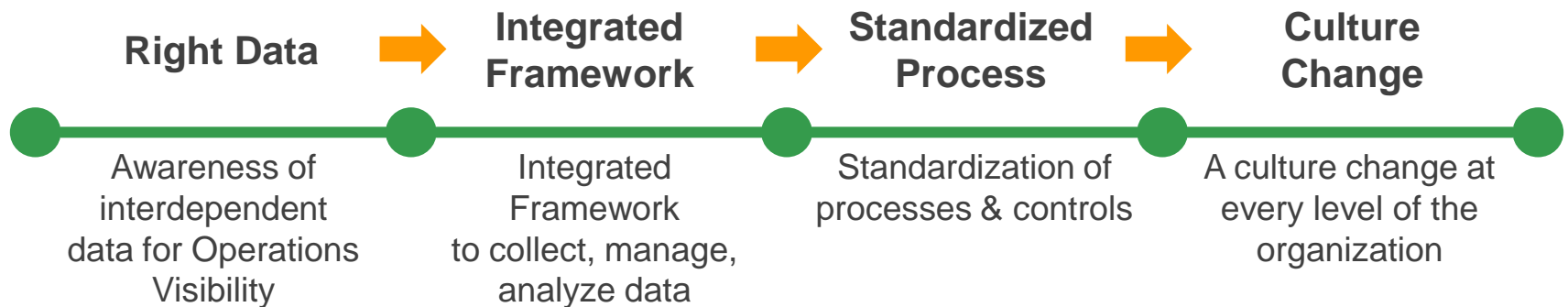


# Seizing the value of Operations Transparency



- **Real-time** transaction management
- **Predictive life cycle** management
- Personnel productive and **efficiency**
- **Data-driven** decision
- Break down **information silos**
- Reduce technology **integration costs**
- **New insights** into cross-fleet integration
- Better **long-term planning**

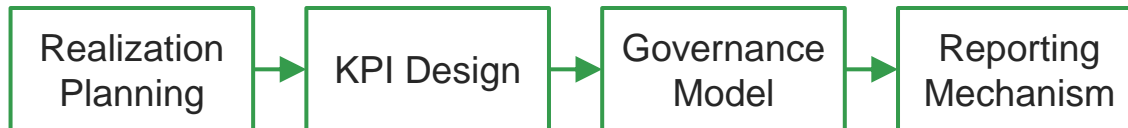
# Laying the groundwork for Operations Transparency success



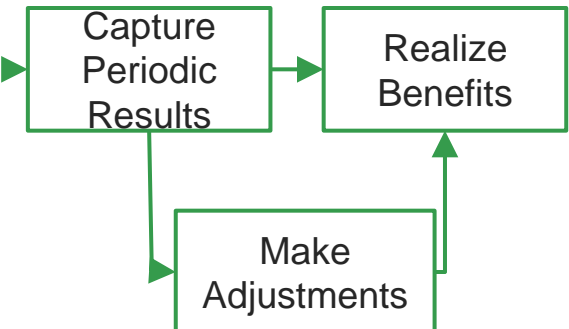
# Applying value realization rigor to achieve real results



## 1 Diagnosis, Detailed Design and Implementation Planning Phases



## 2 Deployment Phases

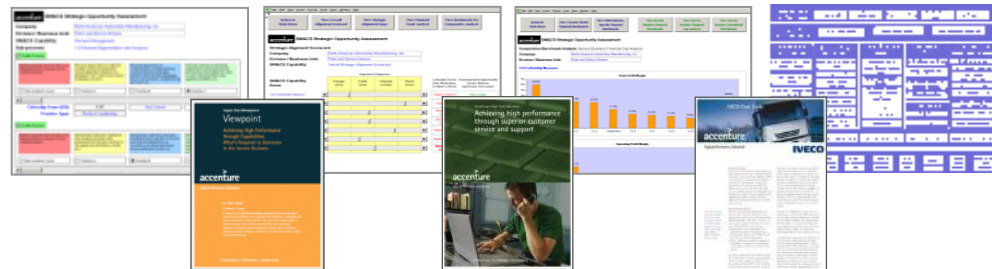


# Tools and assets exist that can quickly get you to measurable results

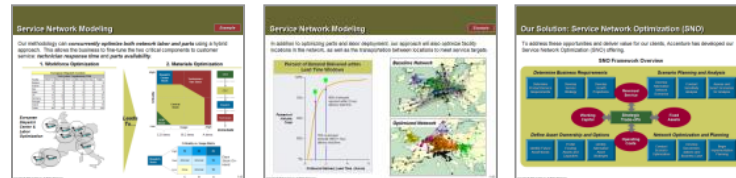
## Integrated Supply/Demand Planning for EAM



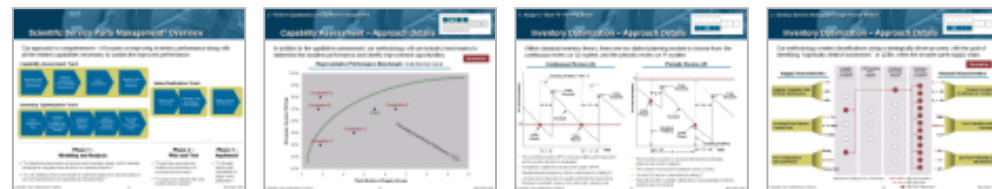
## Maintenance and Repair Thought Leadership



## Service Network Optimization (SNO)



## Scientific Service Parts Management® (SSPM)



## Reliability-Centered Maintenance



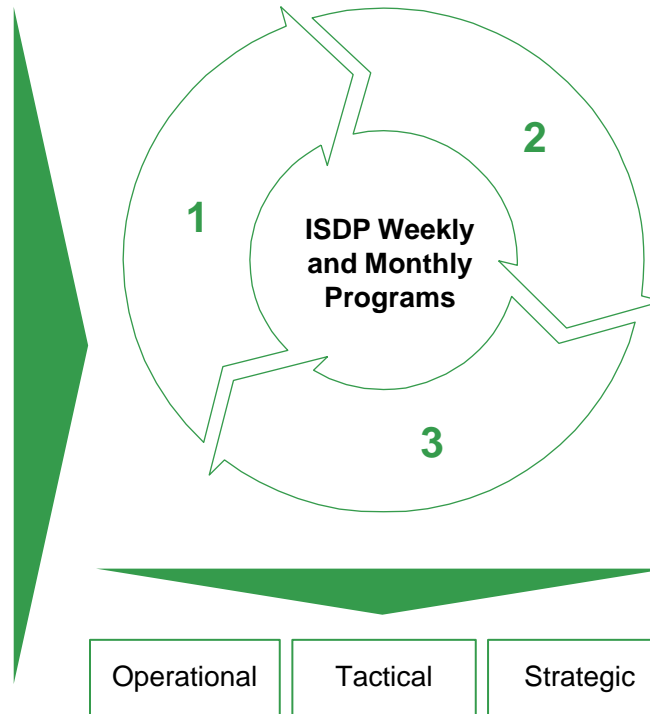


# Process example: Integrated supply and demand planning

ISDP driving collaboration between supply (Logistics) and demand (Mechanical) functions.

- **Identify exceptions** that need additional focus
- **Jointly manage their resolution** through tactical and strategic actions
- **Improve operational efficiency** by getting supply better integrated with the maintenance event

<b>Engineering</b>	<b>Demand</b> <ul style="list-style-type: none"><li>• Business Planning</li><li>• Maintenance and Production Planning</li><li>• Demand Planning and Budgeting</li></ul>
<b>Mechanical</b>	
<b>Transportation</b>	<b>Finance</b> <ul style="list-style-type: none"><li>• Forecast</li><li>• Budget Tracking</li><li>• Cost Variances</li></ul>
<b>Marketing</b>	<b>Supply</b> <ul style="list-style-type: none"><li>• Labor Planning</li><li>• Inventory Planning</li><li>• Vendor &amp; Sourcing Management</li><li>• Capacity Planning</li><li>• Distribution Management</li></ul>
<b>Finance</b>	



## 1. Prepare for ISDP Processes

- Data-driven
- Issue- focused

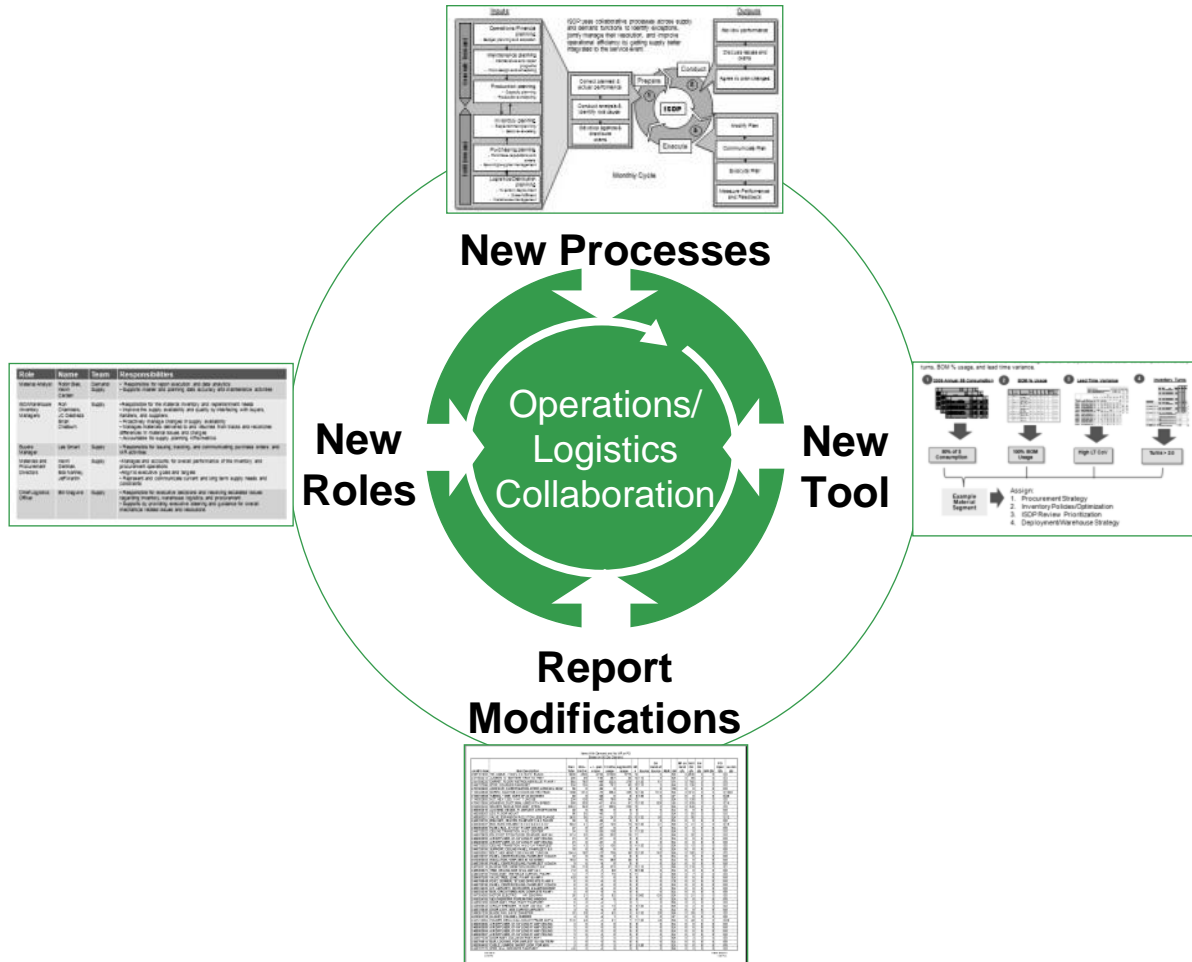
## 2. Execute ISDP Processes

- Collaborative resolution
- Targeted actions

## 3. Execute Operating Plans

- Broad communication
- Measured performance

# Process Example: The value of integrated data and processes



## Results We've Seen

- Senior Logistics engagement
- Direct and timely communication
- Production impacts from parts availability avoided
- Realized millions of dollars in benefits and cost avoidance
- Positive feedback from operations personnel
- Better information sharing

# Key factors for success in Operations Transparency



- Vision includes **full enterprise solution**
- **Leadership-driven** governance
- Integrated **value-realization roadmap**
- Clearly defined **Process Model**
- Enterprise Operational **Data Model**
- Integrated Business, Data and Application **Architecture**
- Create **early successes**
- **Communicate, Communicate, Communicate**

**Michael Wilson**

Accenture

+1 416 312 7539

[michael.j.wilson@accenture.com](mailto:michael.j.wilson@accenture.com)

**For More Information**