G-Cloud 15

Enterprise Asset Management Strategy and Transformation (including systems)

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Enterprise Asset Management Transformation

We recognise the growing importance of Infrastructure Asset Management in today's environment. At PwC, we offer the experience and capability to support you in both strategic advisory and end-to-end Enterprise Asset Management (EAM) implementation. Whether you require support with one aspect or the full spectrum of Asset Management services, we are equipped to deliver.

Technology has advanced significantly in recent years. To deliver the best possible services for their customers organisations are exploiting new capabilities on the market to advance and modernise their operations and maximise value and performance from the assets they operate. However, effective Enterprise Asset Management is more than just system implementation, it is an enterprise capability that spans the full asset lifecycle. It links asset decisions to organisational objectives, and treats data as a strategic asset, not just a by-product of systems. This requires a clear EAM strategy and an operating model that aligns people, process, data, technology and governance.

Our team is highly skilled and experienced in developing strategies and implementing cloud-based transformations in the Asset Management domain. We're helping client's develop strategies and roadmaps from technologies to improve process from mobile field services and work management execution, through to harnessing AI (artificial intelligence) for predictive maintenance and enhanced asset investment decision making. We are supporting clients in developing AI capabilities to streamline business processes right across the asset management value chain to optimise business performance.

Our global team comprises highly experienced professionals specialising in Enterprise Asset Management (EAM), Geographic Information Systems (GIS), and Field Service Mobility. With a proven track record, our team has successfully implemented complex strategies and managed large-scale consolidations for leading asset intensive organisations around the world.

Drawing on insights from numerous Enterprise Asset Management (EAM) implementations, our **Connected Platform** strategy fosters collaboration, rapid iteration, and scalable growth. This approach empowers our clients to accelerate progress, enhance customer engagement, and drive consistent, predictable EAM transformation across their organisation.

Measurable Impact and Outcomes

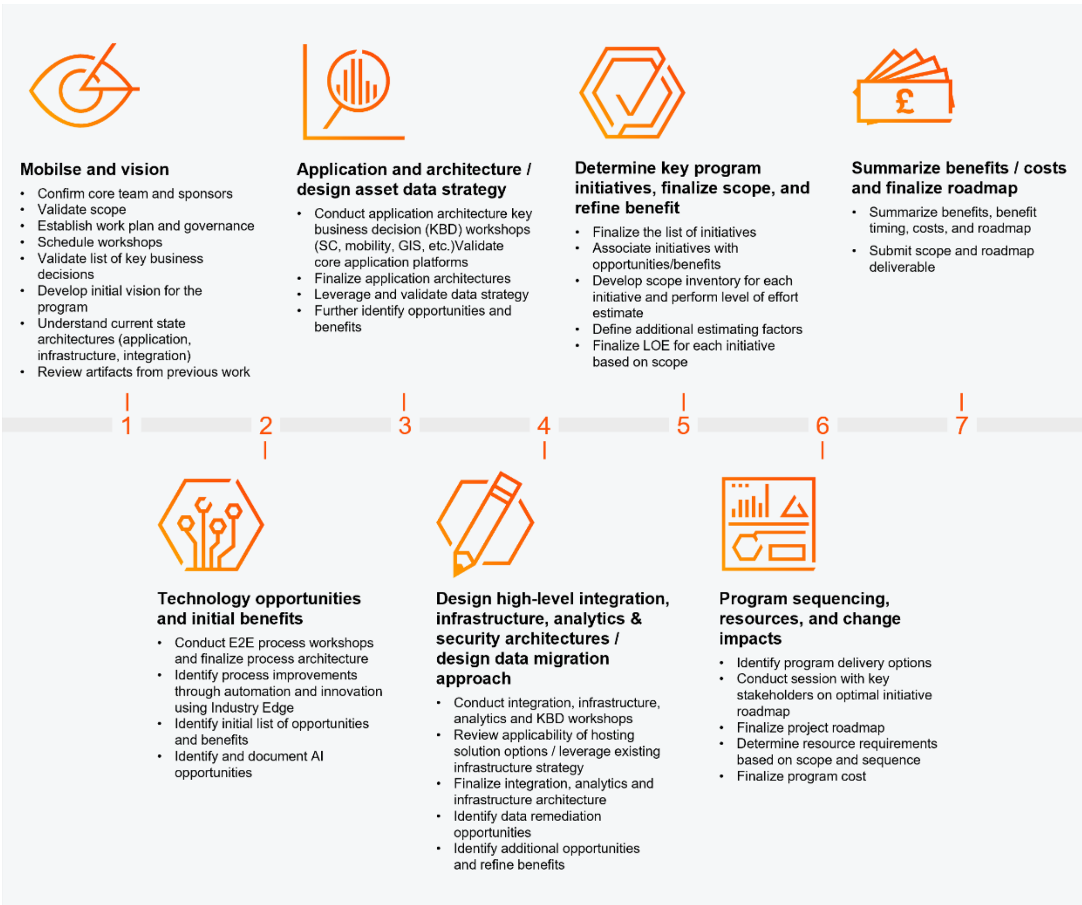
PwC's Connected Platform delivers measurable outcomes that drive efficiency, compliance, and sustainability while reducing costs and improving reliability.

Area	Example Outcomes
Operational Efficiency	25–40% reduction in contractor spend 5–15% improvement in wrench time 10% shorter cycle times
Data and Compliance	ISO 55000-compliant asset data Automated validation and traceability for audit readiness
Decision Intelligence	Predictive insights driving proactive maintenance and investment planning
Collaboration	Unified data model bridging finance, operations, and maintenance teams
Sustainability	Built-in carbon tracking, lifecycle optimisation, and resource efficiency.

Strategy Development and Roadmap

Our 7-step Transformation Course Setter Approach

Our EAM Transformation delivery is underpinned by our structured 7-step transformation approach. We have refined our approach through numerous client EAM strategy, design and implementation projects.



Detailed process steps to develop transformation business cases and roadmaps

Transformation enabled by our Connected Platform Strategy

To enable the digital transformation of complex assets our Connected Platform strategy is built on **six core pillars**. By unifying the flow of data between asset management, maintenance, operations, and back office (finance and HR), we help organisations modernise asset management, simplify systems and processes, improve service reliability, and enhance safety. The platform enables our clients to accelerate progress, connect with customers in new ways and enables quicker, more predictable evolution across industries.

A holistic view that links infrastructure management together with operations is essential. With multiple EAM tools and broader solutions (including AI capability) already established in many organisations, the real value lies in integrating and coordinating them, enabling data to be harnessed as a critical asset. This unlocks more effective asset management, full lifecycle visibility, and the data driven decisions needed to keep the infrastructure running safely and efficiently. Our suite of tools, accelerators, and resources, anchored across the following foundational pillars, empowers our clients to drive faster progress and provide the cornerstones to their EAM vision and future roadmaps.

Six core pillars

	EAM	Customer	Spatial	Field Service Mangement	Digital Engineering	Accelerators & Products
Foundation Pillar	**A one source of truth Enterprise Asset Management system** enhances asset and defect management by optimising the lifecycle of physical assets.	Customer applications are designed to help businesses efficiently manage and streamline passenger services and allow for reporting of asset-related issues.	**Spatial applications** enhance decision- making and operational efficiency across your organisation by managing and analysing geographic data.	**Field Service Management** applications streamline task planning, scheduling, and execution for mobile workforces.	**Digital Engineering and analytics** applications provide a comprehensive view of complex data through intuitive visualisations, including dashboards, graphs, and charts.	**Accelerators and Products** are essential solutions that drive efficiency, expedite processes, automation, and enhance outcomes across various business sectors.
Importance to clients	This enables legacy systems to be consolidated and aligned to a unified enterprise platform that provides true asset visibility and alignment to one business process model allowing for O&M savings.	Positive customer relationships can be fostered by organising interactions and providing timely assistance via interactive portals, ensuring high levels of satisfaction.	These tools can optimise infrastructure assets and enable tighter maintenance schedules, improved equipment and resource allocation, and greater service reliability.	Automation of assignments based on availability, location, and skills, and real-time communication and GPS tracking facilitate efficient work planning, coordination, and improve service delivery.	These tools make it easier for stakeholders to understand and act on insights derived from data analysis. Clients benefit from quicker, easier and more reliable access to connected and aligned data through a connected platform.	Business process accelerators automate repetitive tasks, streamline workflows, and reduce manual effort significantly improving operational efficiency. Clients can leverage our cross-sector accelerators and tailor appropriately.

Our Capabilities

At PwC we support the full EAM transformation lifecycle, from vision and design to technology enablement, data integration, and continuous improvement. Our methods balance strategic advisory, technical implementation, and practical change management.

In total, we offer the seven core capabilities.

1. Strategy and Operating Model design and implementation

PwC supports clients in developing and delivering a clear Enterprise Asset Management (EAM) strategy and associated operating model to align asset decisions to organisational objectives, regulatory requirements, and whole-lifecycle value. We combine strategic asset management expertise, data and digital capability, and deep EAM implementation experience to move organisations from fragmented, system-led approaches to integrated, value-driven asset management. In our role we:

- Develop and define a clear enterprise vision, governance structure, and asset management operating model covering people, process, governance, data, AI, and technology
- Deliver capability maturity assessments aligned with **ISO 55000** and **IAM frameworks**
- Develop integrated asset lifecycle strategies and investment prioritisation plans
- Translate strategy into pragmatic, phased transformation roadmaps that prioritise value, standardisation and adoption.

2. Technology Enablement & Integration

PwC enables technology-driven asset management transformation by designing, implementing, and integrating scalable EAM and enterprise platforms that connect assets, operations, data, and users across complex organisations. To unlock end-to-end visibility, automation, and data-driven decision-making our approach focuses on interoperable architectures, cloud-native platforms, and secure integration, including:

- Implementation of an **API-first architecture** integrating EAM, ERP, GIS, and IoT systems
- Provision of deep expertise in **IBM Maximo**, **SAP**, **Oracle**, **IFS**, and **ESRI** implementations as well as supporting organisations enhance **bespoke solutions**
- Support cloud-native deployment (IaaS, PaaS, SaaS) ensuring resilience, scalability, and cost efficiency.

3. Data Management and Migration

PwC helps clients to establish trusted, enterprise-wide data foundations for EAM by designing and delivering robust data management and governance capabilities, and by providing off-the-shelf toolsets for data migration to ensure continuity, quality, and regulatory compliance. This includes:

- PwC’s **Automated Conversion Toolset** for data cleansing and validation
- Ensuring data integrity and compliance with **ISO 27001-certified security controls**
- Creation of unified, trusted data models as the foundation for advanced analytics and compliance.

4. Asset information and Decision Support capabilities

PwC helps organisations maximise the value of their assets by establishing trusted asset information foundations and embedding decision support capabilities that create confident, data-driven decision-making across the asset lifecycle. We recognise that advanced analytics, AI, and automation are more effective when underpinned by high-quality, well-governed data. Our experience combines Enterprise Asset Management domain knowledge with data, analytics, and platform delivery capability to improve asset information quality and translate insight into action. It includes:

- Designing and embedding data governance models and data quality assurance processes within Asset Data teams
- Delivering infrastructure monitoring and decision support solutions, including geospatial analysis, advanced analytics (e.g. machine learning, AI, and other statistical methods), and interactive dashboards, to provide enhanced visibility of asset condition and performance
- Providing organisation-wide Asset Information Services, including comprehensive suites of interactive reports to support Asset Management programmes
- Defining Enterprise Data Platform strategies and leading their subsequent design and implementation, enabling scalable analytics, advanced decision support, and integration across EAM, GIS, operational, and financial systems.

5. Intelligent Asset Management

We embed intelligence and analytics at the heart of EAM transformation. Our AI-enabled capabilities help clients anticipate failures, optimise maintenance, and enhance decision-making accuracy and speed. We:

- Use **machine learning and AI** for predictive and prescriptive maintenance
- Enable automated root-cause analysis and anomaly detection for reliability improvement
- Deploy **PwC Agent Operating System** to generate AI-based work plans and insights
- Integrate **Asset Investment Planning (AIP)** to optimise financial and operational performance
- Shift from descriptive to forward-looking analytics, driving **self-optimising asset ecosystems**.

6. Change and Workforce Enablement

Our experience has shown that successful EAM transformation depends on people. PwC's People-Centric Change approach ensures employees are engaged, trained, and empowered to adopt new systems and ways of working so that new operating models are sustained in practice. We achieve this by:

- Applying PwC's **Change Navigator** and the **ADKAR model** to structure change adoption
- Building momentum through stakeholder engagement, leadership alignment, and change agent networks
- Delivering gamified, role-based learning journeys to accelerate understanding and adoption
- Using real-time analytics to monitor readiness, adoption, and performance improvements
- Supporting sustained behavioural change and continuous improvement through knowledge transfer, training programmes, and digital learning hubs.

7. Asset Management Managed Services

PwC provides a **scalable, outcome-focused Asset Management Managed Service capability**. Our service enhances asset performance, strengthens operational and financial controls, and provides investment teams with the insights and assurance needed for maximum whole-life asset and portfolio value. Leveraging enterprise data platforms, advanced analytics, and sector-specific expertise, we manage:

- **Asset Performance and Operations Oversight** including monitoring performance, KPIs, and coordinate with operators
- **Financial and Value Based Management** such as overseeing budgeting, cash flow, covenants, and valuation inputs
- **Condition monitoring, capex planning, and maintenance schedules** as part of our Technical and Lifecycle Management
- **Track and report** ESG metrics, compliance, risk, and regulatory requirements
- **Centralise data and deliver portfolio dashboards** and advanced analytics and AI solutions providing critical insights for organisations to act on.