



## Loftus HMS Asset Management

Maintaining an inventory of assets and their condition, defining optimal replacement strategies and meeting statutory reporting requirements are all objectives the Asset Manager must achieve.

- ✓ **Knowledge**  
Registers of all Council controlled assets together with tools to evaluate scenarios and understand the impact of decisions
- ✓ **Compliance**  
Conformity with financial accounting standards and best practice manuals via auditable and repeatable processes
- ✓ **Savings**  
Accomplishment of cost savings through optimised delivery of asset improvements to your community

## Loftus HMS Work Management

Maximising revenue and minimising expenditure together with the tracking of Inspections and Work performed on assets are core objectives that the Works Manager must achieve.

- ✓ **Compliance**  
Conformity with the Road Management Act and control of legal risk using a proven and continually improving solution
- ✓ **Traceability**  
Documentation of Inspections and Work Orders via auditable and demonstrable processes
- ✓ **Savings**  
Realisation of cost savings through informed decision making and improvements in service delivery to your community

## Loftus HMS Customer Service

Responding to customers needs, providing accurate information and minimising complaints are the core tasks of the Customer Service Manager.

- ✓ **Interface**  
A two-way connection with your customers via the capture of requests and the provision of timely information
- ✓ **Satisfaction**  
Fulfilling the needs of internal and external customers by putting people first and going beyond their expectations
- ✓ **Savings**  
Improved financial return to your business through better understanding and analysis of customer needs

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