

# Revolutionising field operations

Novade believes digital transformation starts in the field and they put their teams in the field at the centre stage, and empower them to make the right decisions. In this issue, Novade shares what makes their modules the right fit for the water and wastewater industry.

By Pang Yanrong

Founded in 2014, Novade is headquartered in Singapore and operates globally. Novade offers smart field management software for the building and construction industry. Site processes including quality, safety, progress monitoring, workforce management and maintenance are digitised and automated using mobile devices. The data captured provides insights to streamline operations and drive results. Leading contractors, real estate developers, owners and operators around the world trust Novade to drive their digital transformation.

## NOVADE FOR UTILITIES

“Novade offers an integrated platform connecting all modules, projects and users.

There are six modules offered: Quality, safety, maintenance, logistics, workforce and activity, as well as the powerful functionality, Novade Insights, which offers analytics that translates field data into insights for decision-makers,” said Robert Zasadzki, Country Manager (ANZ) of Novade Solutions.

Novade is the only enterprise software solution that has integrated the six modules into one platform, and has the flexibility to manage and digitise repetitive processes for a range of industries, from construction and manufacturing to the utilities sector.

For instance, Novade’s Quality module is used in the Unitywater (UW) Kawana

Sewage Treatment Plant Upgrade Project in Queensland, Australia.

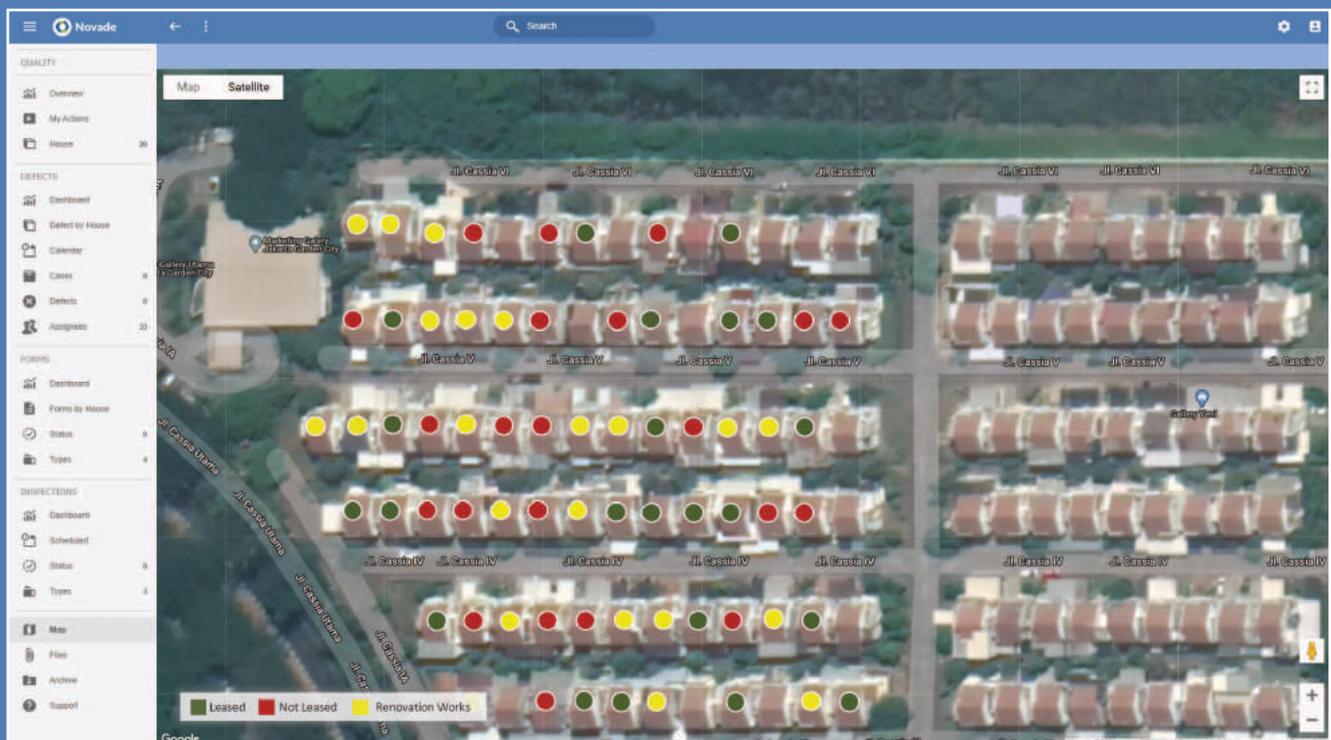
“UW selected Novade over its existing systems because of Novade’s flexibility, mobility, reporting features and ease of deployment. Specifically, the commissioning and defect management capabilities of Novade Quality,” explained Zasadzki.

This is in addition to the other modules which UW is using too: Report and Maintenance.

## NOVADE’S SOLUTIONS

### Quality module

Novade’s Quality module enables clients to build outstanding projects and reputation



Novade’s Quality module

## 46 HOTSEAT

through enforcement of high-quality standards, reduction of rework costs and increased customer satisfaction.

Through it, users can conduct quality inspections with digital forms to improve accountability and visibility in the field, visualise key quality indicators at a glance with access to customisable and easy-to-use dashboards, and enforce quality standards & drive conformance to implement consistent and efficient processes.

The Quality module is used on the Kawana STP upgrade project and on Capital Works Program of Work, a list of capital projects (new works, upgrades and renewals) programmed for construction in a given year or years.

Additional benefits of Novade Quality module include:

- Managing construction quality of new buildings and infrastructure
- Managing commissioning of new assets and equipment
- Defect management during construction and commissioning

- Defect management at practical completion of new buildings, infrastructure
- Management of ITP, ITCs
- Collaboration with head and subcontractors

### Report module

The Report module allows real-time access of production information for all stakeholders; record all relevant data from the field such as site activities and progress, workforce working hours, equipment usage to supplies & usage; aggregate data & automate report generation; and time saving for each shift on reporting duties.

In addition, it

- Provides daily site diary report – documenting key activities on site
- Monitors activity, assets, workforce and weather
- Provides daily operator inspection form
- Helps STP managers inspect assets, equipment and performance KPIs

### Maintenance module

The Maintenance module is the enterprise app to manage scheduled

maintenance and repair work.

The module was used

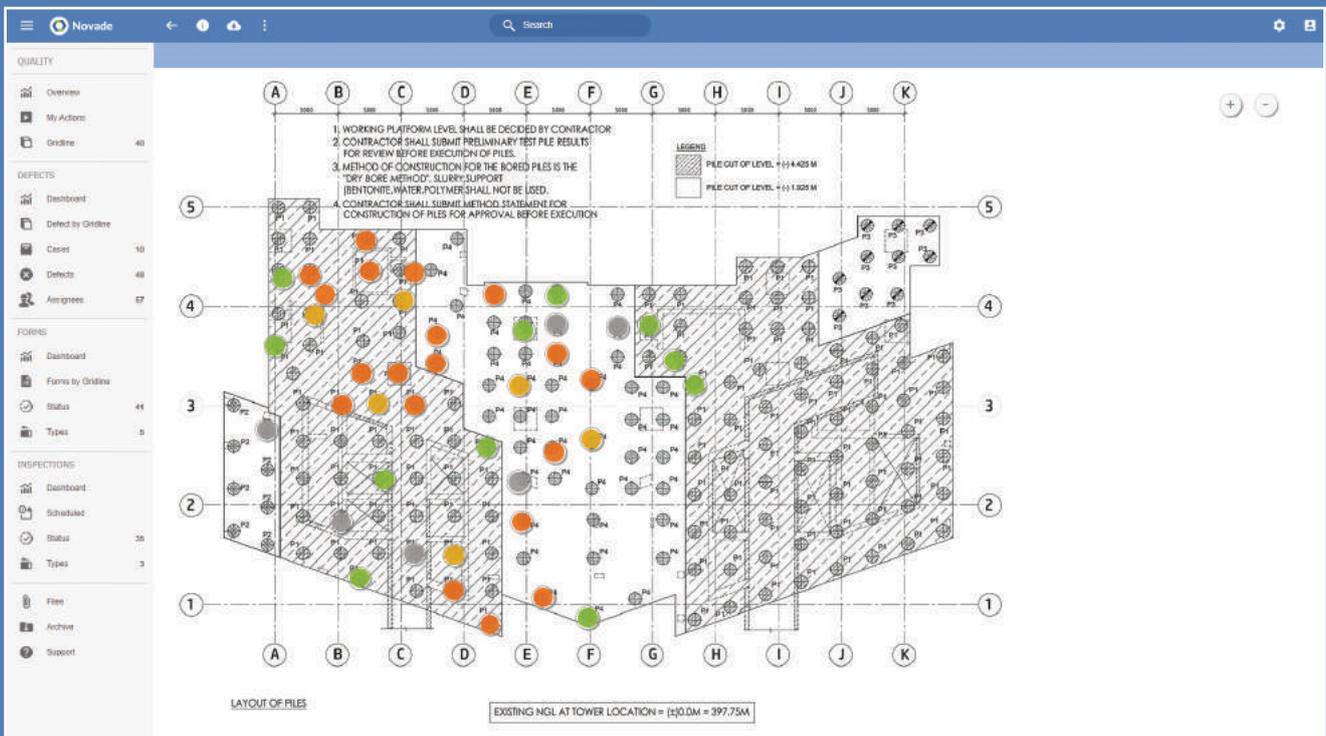
- For an Arc Flash Project to upgrade and maintenance about 2500 critical switchboard
- Inspection, documentation, upgrade job management

### GOING INTO THE FUTURE

Novade provides digital evidence of inspections and adherence to ITP ITCs for the entire UW Kawana Sewage Treatment Plant Upgrade project lifecycle – not just inspections at Practical Completion, which will be too late. It also provides a central register of all defects and their status, eliminates the need of the contractor to self-audit, and makes data available to all stakeholders.

So what are the infrastructural challenges that today's water systems face in the region versus those of the yesteryears, from municipal to industrial?

"In the past, challenges included limitations in infrastructure to provide clean water and



Novade's Quality module enables clients to build outstanding projects and reputation through enforcement of high-quality standards, reduction of rework costs and increased customer satisfaction

waste management to the public, as well as limitations in technological access and advancement to provide those facilities.

Today, generally speaking, first-world countries face challenges such as an ageing workforce, skills loss, and budget and funding reductions. Emerging and developing countries experience population growth, increase in industrialisation and increased access to information leading to awareness about environmental deterioration and conservation. Therefore, there is a higher need and demand for improved public facilities such as clean water access and water treatment processes,” explained Zasadzki.

The above challenges created a need to do more with the same or look for new solutions. Innovations are accelerating

around digitisation and AI (artificial intelligence), where safety, quality and productivity around industrial processes can be greatly improved. Hence, that’s where a mobile platform like Novade can help companies.

“Companies in the utilities sector see AI and digital solutions as a means to understand and leverage the big data behind water systems. Globally, we see governments moving towards various levels in the green industrial revolution. People want to know if and how a product or service is sustainably produced or delivered. This includes public utility services. There will also be an increase in value of byproducts – sludge, methane and grey water are opening new revenue streams. On an industry level, water utilities will become project owners/ developers, or become the EPCs managing the head contractors,” said Zasadzki.

He added, “As the utilities sector sees the need to increase quality, efficiency and affordability, we believe that players in the industry will start to turn to companies that provide AI and digital solutions on mobile technology for ease of use, increased collaboration, and instant access to data.

The industry will continue to grow and improve its processes. Mature markets will be the leaders in best practices and innovation, where emerging markets can emulate. For emerging markets, there is high growth potential in their economies and public infrastructure, and we trust that the utilities sector will follow suit.”

### **COVID-19 PANDEMIC**

As the COVID-19 pandemic travels round the globe, Novade has taken a set of measures to minimise the spread of COVID-19 and to ensure business continuity.

PERCEPTIVE\_HP ad



Novade's Report module

“We are focused on safeguarding the health of our employees, our partners and our valued customers,” Zasadzki emphasised.

On the business continuity aspect, the delivery of their software is unchanged and not impacted by the current situation. While face-to-face engagements have dramatically decreased, the support activities remain unchanged and clients can engage with Novade’s service and sales teams with online video calls.

For the global offices and employees, all employees are following local government regulations and closing offices where required. Most of the employees are now working from home.

“We have proper tools and technologies in place to ensure productive work and access,” said Zasadzki.

He added, “For employees working in one of our offices, we are adopting social-distancing practices, limiting meeting sizes and reducing the number of visitors.”

For clients, Novade launched in March new functionalities that enable rigorous implementation of health monitoring procedures on sites.

Novade continues to improve on their offerings to help companies operate with the new health & safety measures using the Novade Platform. These include the ability to:

- Manage employees’ health & safety records
- Automate daily body temperature capture
- Trace employees’ contact history
- Empower employees to share best practices
- Enforce new measures with digital forms
- Conduct health inspections digitally
- Monitor adoption of the new practice

“Our mission is to elevate onsite performance through technology,” Zasadzki elaborated. “We are increasing investments in technology and AI capabilities. Since inception, we have been focused on the automation and digitisation of site processes. Leveraging on the millions of records collected across sites, clients

will be able to optimise operations or identify potential issues ahead of time with machine learning algorithms.”

Novade also plans to accelerate global expansion and market penetration in Europe, China and Japan, as well as step up engagement with the leading global firms in the industry.

“We work closely with our clients and partners, and are constantly innovating to offer the best services possible. Our teams also offer dedicated support service where we are able to suggest the best way to use our platform and mobile app that best serves our clients’ needs,” said Zasadzki.

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