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6. Workflow
 Workflow Centric vs. Task Centric Task Centric Focused on individual productivity Increasingly difficult to get orders of magnitude productivity gains Results in stranded data silos and proprietary data Results in currency and synchronization issues Workflow Centric Focused on Organizational productivity Can provide order of magnitude productivity gains Information management Federated data Engineering, Analysis, AEC, GIS disciplines united through an environment that allows collaboration and syntheses Comprehensive change management (ensures currency etc.)
throughout the enterprise

Capitalizing on Workflow

Project:

S.I.T. Project (Systema Informativo Territoriale) **AEM Torino**

Objectives:

- Use a central data store to help meet customer needs more effectively
- Improve production processes to offer new and improved services to customers
- Allow company **personnel to retrieve customer information linked to the graphical representation** of the network
- Publish data across the Internet and intranets, reducing paper documentation

Fast facts:

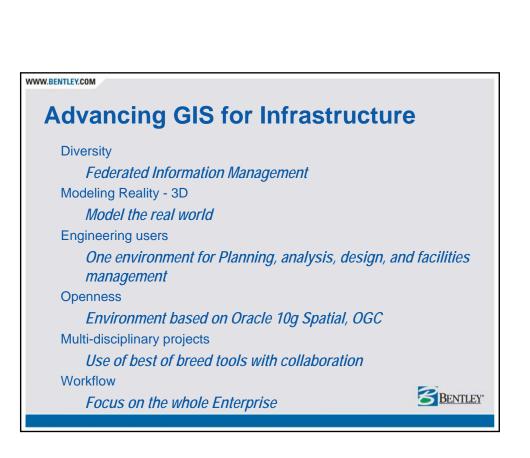
- One of Italy's largest multi-utilities, serving the 900K residents of Turin
- Market forces required them to reduce costs, achieve operational excellence, and provide superior service at fair prices



Created single-model solution for each of their networks: electricity, district heating, gas services and optical fiber resulting in:

- 20-30% savings in network design time
- an efficiency increase of 200% for external
- data deliveryvirtually eliminating printing and distribution of paper maps

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...a managed environment..

In which ...

- People become *Teams* Tasks become *Processes* Products become *Solutions* Data become *Information* across *all* disciplines and
- processes in your Organization









