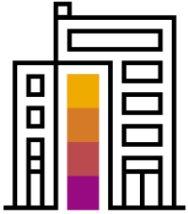




SAP® Innovation Awards 2020 Entry Pitch Deck

Optimising the City of Cape Town's Fleet Management operations using
SAP Mobility and SAP Cloud Platform

City of Cape Town (Partner: HCL Technologies)



Company Information

Headquarters	Cape Town, South Africa
Industry	Public Service – City Management
Web site	www.capetown.gov.za

- The **City of Cape Town** is the metropolitan municipality which governs the city of Cape Town and its suburbs. It has a population of 4 million people. Total budget: \$3bn.
- The City has six goals which underpin all their strategies:
 - leading a healthy and vibrant life;
 - being educated and informed;
 - being an inclusive and resilient economy;
 - being connected and interconnected;
 - building and celebrating Cape Town spirit; and
 - inspiring an eco-friendly city region
- “Our aim is to have all the City’s information, knowledge assets and records stored in the right place, properly managed and easily accessible so as to enable information-driven and evidence-based management, planning, decision-making and service delivery in the City.”

Optimising the City of Cape Town's Fleet Management

City of Cape Town – Support from HCL



For the first time in 18 years we can compare vehicles in different fleets because of standardized master data

Challenge

The City of Cape Town has a fleet over 10500 vehicles and heavy equipment. Optimizing the data and the application of these resources is one of the top strategic objectives of the city.

Solution

Update and standardise data across four different fleets and mobilise all data pertaining to the fleet objects.

Outcome

The outcome is an accurate record of all City of Cape Town Fleet Objects and on demand data on maintenance history, outstanding services, usage parameters, fuel consumption, diagnostics and in field easy identification of incidents and tracking of the fleet object through its whole life cycle.



98%

Master data improvement and 100% is achievable through infield updates

95%

Fleets objects serviced on time

95%

Improvement on recovery cost for each fleet object.



Participating Partner Information



City of Cape Town

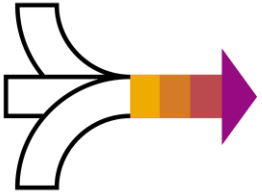
Primary resources from HCL



This project is ensuring that our business processes are standardized across all fleets. This ensures that staff can be moved to any fleet and they follow the same process across all the fleets and fleet objects! The resources from HCL have demonstrated exceptional technical skills enabling the solution.



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STAD KAAPSTAD



Business Challenges and Objectives

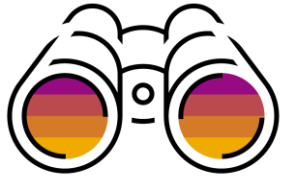
Business did not have accurate information about the fleet in the field and was not able to optimize its operations and strategic decision leading to financial losses. Problems as follows:

- No fleet master data standardization;
- Different Classes and characteristics for each of the four fleets;
- Vehicle usage inaccurate;
- Vehicle allocation outdated;
- Service schedules and statutory requirements unknown.

- Standardize master data across fleets;
- Improve usage data capturing at each event;
- Improve service schedules;
- Improve statutory requirements;
- Improve allocation data;
- Paperless workshop processing;
- Paperless fleet object onboarding;
- Tyre Management, battery management, warranty management, etc.



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Project or Use Case Details

The project delivered a number of features in the solution:

- Vehicles, Heavy Equipment and Small Plant are now all categorized under one Equipment Category;
- One major fleet (approx. 2000 fleet objects) with its own categories are now all incorporated into rest of the fleet data;
- Object types on detailed level are now allocated to new taxonomy;
- Different Classes and characteristics for each of the four fleets are now standardised;
- Vehicle usage recording on mobile devices enabled;
- Outdated vehicle allocation are updated with GPS data;
- Service schedules and statutory requirements are updated;
- Tyre management implemented;
- Battery management implemented;
- Accident, incident and insurance management implemented;
- Document management implemented.



Benefits and Outcomes

Business or Social

- Standardisation of master data;
- Standardisation of business processes across all fleets and workshops;
- Immediate capturing of event data;

Ensuring →

- Serviced vehicles support the citizens of Cape Town;
- High availability of resources;
- Improved service delivery;
- Improved and real time communication with service providers;
- Improved visibility in real time from analytical reports.

IT

Reduced support as all processes and master data standardised; and

Digitalisation of business processes

Increased reputation: IT department received internal reward for delivery of major business benefits using latest set of technology

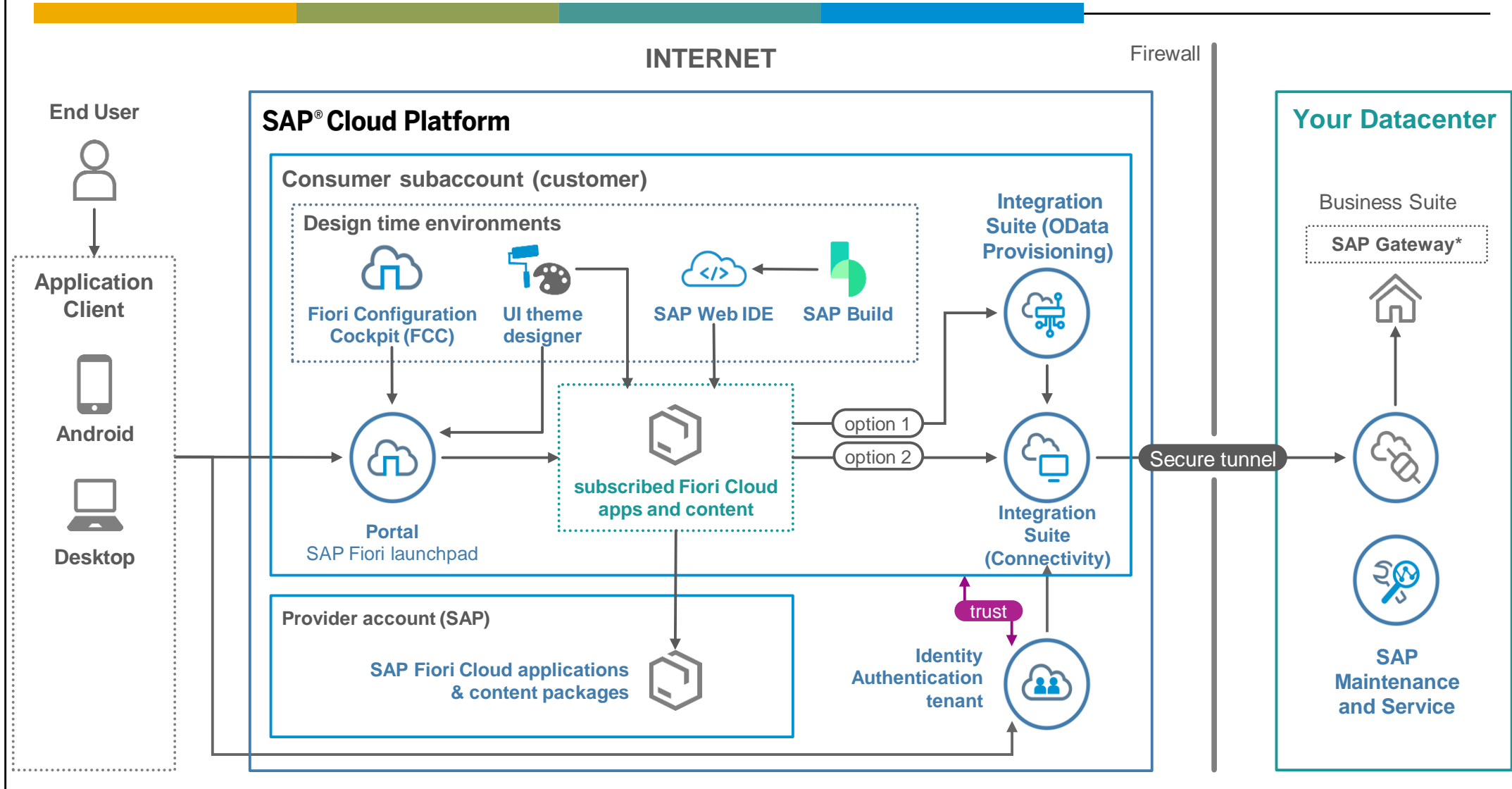
Human Empowerment

Users empowered with latest technology and improved task assignment

Users are guided through the business process with a user interface on the mobile device giving them assurance that things are done right at the first time, hence reducing unnecessary and frustrating rework.



Architecture





Deployment

Deployment status Live

Date 1 July 2019

Number of users 400

SAP technologies used:

	SAP product	Deployment status (live or proof of concept [POC])	Contribution to project
1	SAP ECC	Live	System of fleet record
2	SAP Fiori	Live	End user tool (mobile device)
3	SAP Cloud Platform Integration Suite	Live	Integration
4	SAP Cloud Platform		

5

If you have used one of the services or support offerings from SAP Digital Business Services during the implementation or deployment phase, please select with one or more of the following offerings:

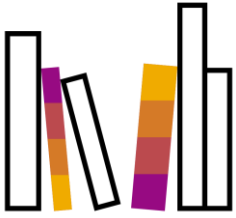
- | | | |
|--|--|--|
| <input type="checkbox"/> SAP MaxAttention™ | <input type="checkbox"/> SAP ActiveAttention™ | <input type="checkbox"/> SAP Advanced Deployment |
| <input type="checkbox"/> SAP Value Assurance | <input type="checkbox"/> SAP Model Company | <input type="checkbox"/> Others: |
| <input type="checkbox"/> SAP Innovation Services | <input type="checkbox"/> SAP Innovative Business Solutions | |



Advanced Technologies

The following **advanced technologies** were part of the project.

	Technology or use case	Yes or No	Contribution to project
1	3D printing	No	
2	Blockchain	No	
3	Internet of Things (IoT)	Yes	Vehicle Diagnostics
4	Machine learning or AI	Yes	Failure prediction; vehicle usage optimisation
5	Conversational AI	Yes	Creation of incidents
6	Robotic process automation	No	
7	Data anonymization	No	
8	Augmented analytics	Yes	Spatial feedback from Last Known Position (LKP); Failure probability based on previous data



Additional Information

- This is one of many business optimization projects supported by technology within the City of Cape Town. This is a long journey and the review of the target operation model and the associated business and system architecture has taken place recently. The upgrade to SAP S/4HANA and the extended use of cloud solutions will play a major role within this in the coming 3 to 5 years.
- Support for this journey is provided by partners such as HCL Solutions and Delivery teams who work together with their customers to master the journey to realizing our objectives of achieving a digitized organization.