



Asset Vision

Case Study

City of Newcastle: clearer visibility, improved road asset management

A smarter, more connected approach to road inspections and network visibility.



City of Newcastle uses Asset Vision to streamline inspections, improve data quality and support smarter maintenance decisions across the NSW Regional road network, as well as the State Road Network that it manages on behalf of Transport for NSW (TfNSW) – as part of the Road Maintenance Council Contract (RMCC) contractual arrangements between TfNSW and a large number of councils in Regional NSW.

SUPPORTING A GROWING REGIONAL CITY

City of Newcastle is one of New South Wales' largest regional councils, supporting a growing population and a diverse urban environment that includes major arterial roads, local streets, footpaths and associated transport infrastructure. Maintaining this large network requires accurate data, consistent inspection processes and clear visibility across teams responsible for planning, maintenance and compliance.

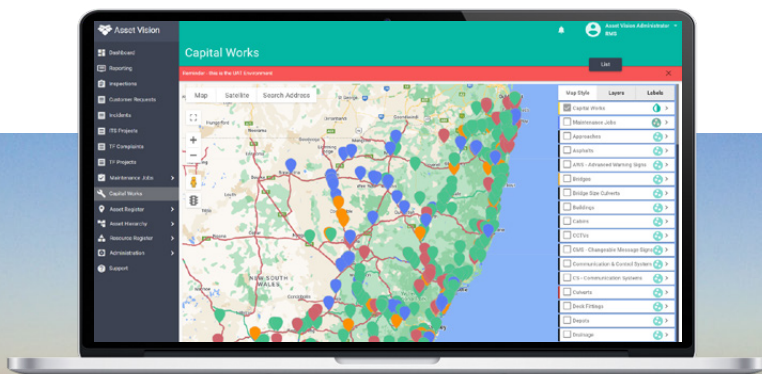
To support these objectives, City of Newcastle partnered with Asset Vision to modernise how road assets are inspected, recorded and managed in the field.

WHY ASSET VISION WAS SELECTED

City of Newcastle required a practical, field-ready platform that could improve the consistency and reliability of road condition data while fitting seamlessly into existing asset management processes. The council was looking for a solution that would not only digitise inspections but also strengthen the link between field observations and office-based planning and prioritisation.

Asset Vision was selected for its ability to deliver structured, mobile inspections, provide clear evidence through geo-referenced imagery, and create a single, trusted source of truth for road asset condition data. Importantly, the platform's ease of use meant inspectors could adopt it quickly, while asset managers gained immediate visibility into network condition without increasing administrative burden.

As Transport for NSW (TfNSW) has been using Asset Vision since 2018 to manage the extensive NSW Regional Roads network, City of Newcastle identified an opportunity to leverage the same platform to streamline works delivery and provide real-time network updates directly to TfNSW, using a system and reporting framework already embedded within TfNSW's own operations.



FEATURES SUPPORTING DAY-TO-DAY OPERATIONS

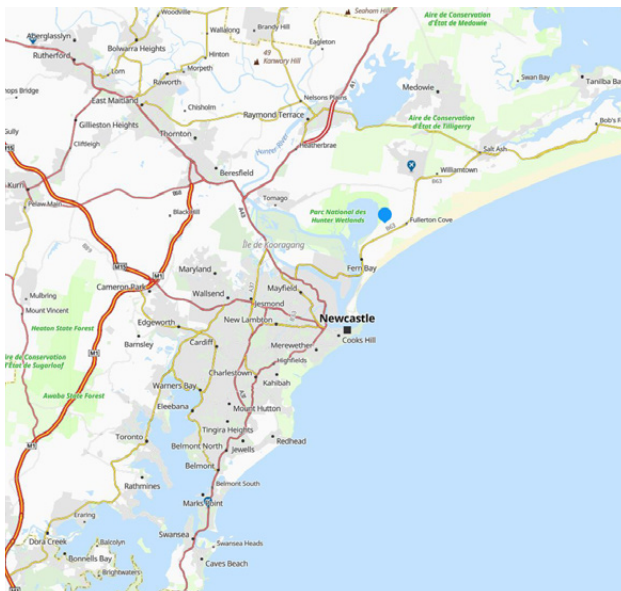
City of Newcastle uses Asset Vision to support a range of core inspection and asset management activities, including:

- Mobile road inspections, allowing inspectors to capture condition, defects and imagery directly in the field
- Standardised inspection templates, ensuring consistency across teams and inspection programs
- Geo-referenced data capture, linking defects and condition information to precise asset locations
- Photographic evidence, supporting auditability and confidence in maintenance decisions
- Centralised asset data, providing office-based teams with real-time access to inspection outcomes

Together, these features help ensure that data collected on the ground is accurate, consistent and immediately actionable.

A PRACTICAL, SCALABLE IMPLEMENTATION

The rollout of Asset Vision focused on ease of adoption and practical outcomes. Inspection templates and workflows were configured to align with City of Newcastle's existing asset management practices and TfNSW internal reporting requirements, ensuring minimal disruption for field teams, and optimised reporting processes for management teams.



CLIENT PERSPECTIVE

According to Asset Vision, City of Newcastle's adoption of the platform has improved confidence in road condition data and strengthened the link between field inspections and maintenance planning.

CONNECTING FIELD INSPECTIONS TO OFFICE DECISION-MAKING

By digitising inspections through Asset Vision, City of Newcastle has strengthened the connection between field teams and asset managers. Inspection data flows directly from mobile devices into a central platform, reducing delays, eliminating duplication, and improving confidence in the information used to prioritise works.

This improved visibility supports more informed maintenance planning, helps identify emerging issues earlier, and provides a clearer evidence base to support funding, renewal and risk-based decision-making.

OUTCOMES AND IMPACT

Since implementing Asset Vision, City of Newcastle has improved both the quality and usability of its road asset data. Inspection processes are now more consistent, and asset managers have greater confidence in the information used to inform maintenance and renewal decisions.

The platform has reduced time spent reconciling data from multiple sources, improved transparency across teams, and supported a more proactive approach to managing road condition. Ultimately, this enables better use of budgets, improved service outcomes, and safer, more reliable roads for the community.

LOOKING AHEAD

City of Newcastle continues to build on its use of Asset Vision as part of its broader asset management maturity journey. With a scalable platform in place, the council is well positioned to expand digital inspections, refine prioritisation models, and strengthen long-term planning as infrastructure demands continue to grow.

ABOUT THE ORGANISATION

City of Newcastle is a major regional council in New South Wales, responsible for maintaining a diverse portfolio of urban infrastructure.

Asset Vision is an Australian enterprise asset management platform trusted by councils, transport authorities and infrastructure owners nationwide.

