



CASE STUDY



SOUTH EAST WATER

With the help of Vetasi, SEW dramatically improve customer satisfaction with leading edge mobile workforce management.

COMPANY OVERVIEW

South East Water is one of 21 regulated water supply companies in England and Wales, serving 2.1 million people living in Kent, Sussex, Surrey, Hampshire and Berkshire. The company supplies 565 million liters of drinking water each day, and maintains a distribution network of 14,000 kilometers of water mains.

THE CHALLENGE

Raising satisfaction to new heights

To help drive funding from regulators, South East Water aimed to boost its Service Incentive Mechanism (SIM) score. How could it deliver rapid and effective services to ensure customer satisfaction?

Dhiraj Sood, Operations System Manager at South East Water, explains: "South East Water is responsible for a network that includes more than 14,000 kilometers of water mains, which means that robust asset management capabilities are essential to maximize the availability of our assets. For many years, we have relied on our IBM Maximo solution to help us efficiently manage our asset data, and coordinate planned and unplanned maintenance work.

"In the past, our contractors working in the field would document the work they were carrying out on paper forms, which were then manually rekeyed into the IBM Maximo solution. This meant that there was often a delay of two working days between work being completed and the information being entered into the system.

"The challenge with this way of working was that our contact center was unable to gain an accurate view of when work was scheduled to take place, and by when it was likely to be completed. This made it difficult both for us to manage operational incidents and resolve customer enquires effectively on the first call, and threatened to reduce satisfaction. "To solve the challenge, we looked for a way to empower our operational managers and customer services team to manage work and deliver up-to-the-minute information to our customers. The ability to monitor and control key jobs using accurate data is vital to meet our regulatory targets"

THE SOLUTION

Building a mobile workforce management solution

South East Water realized that mobile workforce management capabilities would deliver the visibility it needed to support more responsive customer services.

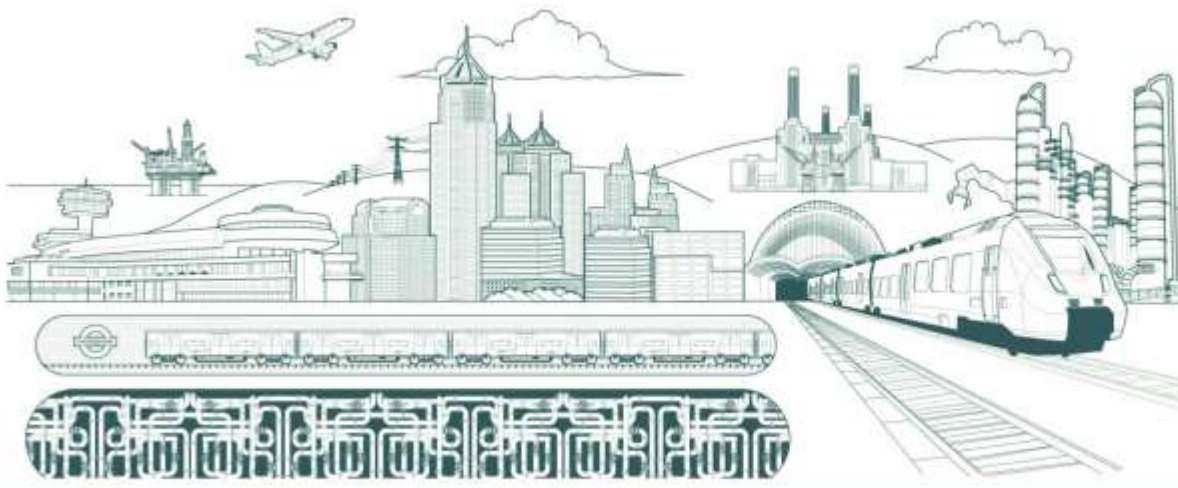
"Our aim was to increase the information we had about when our contractors were attending a site, the work they performed, and the likely date the work would be completed," recalls Dhiraj Sood. "We knew the fastest way to capture the information was entering it directly into the IBM Maximo solution. For that reason, we wanted to develop a mobile app that could run on our

contractors' smartphones—enabling them to key in real-time updates on site."

To capture and manage information on its contractors' work schedules, South East Water decided to enhance its existing solution with IBM Maximo Asset Management Scheduler software. And to provide a platform-agnostic development environment for its new mobile app, the company selected IBM MobileFirst Foundation.

To prepare its IBM Maximo environment for the new mobile capabilities, South East Water worked with IBM Premier Business Partner Vetasi to upgrade to the latest version of IBM Maximo Asset Management

Dhiraj Sood comments: "We consider Vetasi a trusted partner, and we have relied on their expertise around IBM Maximo solutions for many years. Vetasi doesn't just possess the technical know-how—they truly understand the way our business works. For that reason, we were confident that their team would be the optimal choice to achieve a fast, seamless upgrade—and that's exactly what Vetasi delivered."



With the upgrade completed, South East Water developed a new mobile app, fully integrated with its IBM Maximo solutions. Today, South East Water has rolled out its mobile app to more than 80 engineering teams, delivering near-real time data to its customer contact center, technical call center and cost controlling teams.

“When we first implemented IBM Mobile Foundation, we had it rigorously pen_ tested—and we are very satisfied with the security of the solution,” adds Dhiraj Sood. “Making changes to our apps is straightforward—we simply push the latest release directly to our contractors’ devices.” South East Water realized that mobile workforce

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THE BENEFITS *Proactive services boost satisfaction*



99 percent faster access to maintenance and repair reports



Boosts customer satisfaction scores



Drives future funding via the Service Incentive Mechanism

By enabling its contractors to enter information directly into IBM Maximo, South East Water can get information to its customer service teams—and therefore to its customers—faster than ever.

“Today, our contractors’ mobile updates out in the field flow through into IBM Maximo within just 10 minutes—orders of magnitude faster than before,” says Dhiraj Sood. “Better still, we have vastly increased the richness of the data we capture—for example, by enabling our contractors to take pictures of their completed work. As a result, our works planning team can quickly validate that the work has performed properly.”

He continues: “Crucially, the improved visibility means that we can keep our customers informed about the progress of works every step of the way. We can now resolve more customer issues on their first call into our contact center, and reach out to our customers with updates proactively. Keeping customers informed is a valuable way to increase their satisfaction—and we have already seen a marked increase in satisfaction in the two SIM surveys performed since our new solution went live.”

The mobile solution is also delivering benefits to South East Water’s contractors, who are embracing the new way of working.

Dhiraj Sood comments: “Today, we use images in IBM Maximo to perform essential quality assurance checks far faster than before. As a result, we can pay contractor invoices faster—boosting their satisfaction and improving their cash flow.”

Access to on-site images makes it easier for South East Water’s health and safety team to ensure that its contractors are in compliance with regulatory requirements. For example, the team can verify that contractors are using the correct equipment on site, and that works are being performed safely. And with up-to-the-minute information on the precise location of ongoing works, the health and safety team can perform on-site audits easily if required.

“We are receiving positive feedback across the board—from contractors in the field to the senior leadership team at our head office,” says Dhiraj Sood. “We have only been using our app for five months, but people are already telling us that they couldn’t live without the near-real time information they have now.”

He concludes: “Customer satisfaction is a key contributor to our overall SIM score, and thanks in large part to our IBM solution we have already climbed significantly in the SIM survey league. By continuing to develop our mobile app, we will strengthen our ability to deliver more effective, proactive services that delight our customers.”

ABOUT VETASI

Created in 2005, Vetasi has grown to become the largest IBM Maximo EAM business partner in the UK. This phenomenal success is due to the quality of our team, our processes and our focus on creating continual business improvement for our clients. Vetasi are the only IBM AAA Accredited Partner within the UKI for Maximo which demonstrates our acquired certification across our consultancy business and continued dedication to the delivery of first rate Maximo implementations to our clients.

We bring to our clients a comprehensive knowledge and industry expertise in areas of Enterprise Asset Management, business and regulatory requirements, software and hardware platform integration, software implementation, project management and ongoing support.

All consultants are Maximo product experts with in-depth, hands-on experience and years of industrial and application software skills kept leading edge by continual skills development. This ensures the highest levels of delivery and service is maintained. Team members are at the forefront of both product technology and business practice - they are experts in their field, able to provide our clients with innovative, practical and low risk solutions.