ScottishPower - Case Study
Roadworks with Insight On-line

ScottishPower is the third largest electricity generator in the United Kingdom. The Company serves in the region of 70,000 road work notices per year across Scotland, England and Wales, equating to around 20,000 actual works per annum.

The Scottish based part of the organisation was already using the centralised Scottish Road Works Register System via Symology. However, south of the border, within England and Wales, the organisation were using Moleseye. In 2007, the company decided to introduce a single solution for noticing activities. As Symology was already the preferred service provider in the north, this was one of the benchmarks to compare against when the tender was issued. Hilary Ryan is the Streetworks Team Leader, New Road and Street Works Act team (NRSWA Team) and Ian Clarke is Cable Contract Manager within ScottishPower South.

Ian explains the background for the choice of Symology, "*We evaluated several solutions during the tender process, and Symology's INSIGHT ON-LINE total managed service application was selected. Having a managed system provides us with the most up-to-date releases of software as soon as they become available. It also removes the need to have internal IT resources to integrate such changes into our other systems. Symology simply provide us with up-to-date gazetteer data on a monthly basis. Anytime there is a problem, we have the facility to call a Central Helpdesk and such matters are resolved in a timely manner. And, because the solution is web based, we do not need any in-house IT infrastructure*".

Getting the project on track

"*In order to create one seamless solution throughout all geographical regions and divisions of the company, we needed to transfer the data from the Moleseye solution we used in Wales and England to the new system. Symology was very helpful in this process and we started with a batch of test data in order to identify any potential issues. Issues identified were then addressed and the main bulk of data was transferred without any problems. We worked very closely with Symology during this data transfer in order to ensure that this part went smoothly and we met our 'big bang date' for going live in January 2007*", says Ian Clarke

ScottishPower also decided to use the embedded GIS facility to manage the maps including the OS MasterMap to accurately identify the location of works.

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Leaving the struggle with Fixed Penalty Notices behind

Hilary Ryan says, "*As you can imagine, with so many works orders, there is an inherent risk of incurring fixed penalties. Hence, from day one we have plotted polygons to identify the location of works. This has been a very successful approach and it has allowed us to avoid some Fixed Penalty Notices (FPN) for poor coordinates*".

"*When you have in excess of 40,000 works notifications per year, which is for England and Wales only, it is clearly paramount to the organisation to minimize the number of notifications we receive from the Highways Authorities. For this purpose we use a number of reports all available from Symology. We run daily reports, such as the 'Proposed Notices' report to ensure works will start on time and thus avoid FPNs for failure to cancel. We also run a weekly report to identify the number of notices served late. From this we are able to review the root cause and put in remedial action to prevent problems going forward.*

These reports also assist in our projections on financial exposure. The FPN system was only introduced in 2008 – a year after we implemented the solution – so we don't have any benchmark figures to compare with the previous years. However, we firmly believe that our Symology solution has assisted us in reducing the risk of incurring high volumes of FPNs", Hilary Ryan states and continues; "*However, the solution has many other advantages than keeping the FPN level down. First of all, it is extremely user friendly. It is actually the most user friendly system that I have personally ever used, mostly because the navigation is logical and completely intuitive. Because of this, training of new resources is completely painless. We have further found that the reporting facility has proven invaluable and it allows us to measure our performance and compliance with ease*".

"*Obviously when you go through the implementation process of such a large application with different types of users, you find things you hadn't thought about initially and ScottishPower is no exception to this rule. The company did request some modifications to the system, such as allowing the charges matrix to be modified. This has since been provided in one of the recent releases.*"

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Key Features

- Single solution across England, Wales and Scotland with all the attributes and facilities required by ScottishPower

- Smart, extremely user friendly solution with 24/7 - 360 days a year access with ongoing support facility

- No IT infrastructure or other IT resources required

- Facilitates avoidance of Fixed Penalty Notices

- All updates are seamless to ScottishPower. Symology test the system to ensure that all enhancements and changes do not impact on the integrity of the system

- Management of enhancements are carried out in a timely manner, often over the weekend to avoid disrupting operations

- Easy to train new users

- Facilitates individual performance monitoring of team members and this has in itself improved performance

- Any issues are always turned around in a timely manner. Symology always go the extra mile and support from the Account Manager in particular is exceptional

- Helpdesk is very supportive, after sales and technical support is excellent

- Symology is always open to identifying possible issues and discuss future improvements - it's a good working relationship

- The regular User Group meetings are excellent and ScottishPower always sends two delegates

Training users and increasing performance

The initial training was provided by Symology. Due to the ease of using the system, staff were able to work with the solution after 2 days of training. Since then, further training has been provided and ScottishPower has also been provided with internal training manuals which are very easy to use.

Ian Clarke explains, "*We used a combination of on-site training in our own dedicated training room and training courses hosted at Symology. Additionally, some users have attended further courses, workshops and seminars which Symology hosts regularly. Currently we have 9 regular users in the South (England & Wales) though other staff are also able to access the system. In Scotland we have multiple users. One thing, which is truly remarkable, is that the Graphical User Interface provided was so easy to work with that we had no need for changes. It really was a case of 'hitting the ground running' after 2 days of user training*".

"*The latest release has introduced a 'traffic light' warning facility which can notify users if there is a deadline coming up which could potentially trigger a fixed penalty. This is a great feature, which we have started to explore, but we're not yet using it properly. The reason is that we are currently undergoing a review of our structure and processes. Following this, we will revisit the full capabilities of the system and adopt this facility as and when we can*", Hilary supplements.

"*We have already implemented measures to monitor performance levels. This includes a weekly report on notices sent. This allows me to monitor the individual performance of each team member. It has further identified some very useful trends. Interestingly, the fact that we now have the ability to monitor performance has in itself had a positive impact on performance! Further, because the system is web based, we have access 24/7 and allows both me and my Supervisor to access the system from home if necessary.*", says Hilary Ryan.

Access to the system is role based, ScottishPower have a couple of people with full access, but the company tends to route most of the changes through to Symology in order not to accidentally break the system.

Future - further - integration

Hilary and Ian list their wishes for future integration and enhancements as follows, "*We have already identified additional areas that we would like to explore with Symology. We're currently evaluating these areas for future implementation.*

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In terms of cost implications and further efficiency improvements we're not forecasting the impact of changes as such, other than we fully expect that some of the changes will reduce the activity time thus allowing us to focus on other tasks.

Within the next 18 months we're further expecting Symology to continue to deliver enhancements to meet the legislative requirements to ensure we continue to comply. Outside of that, we're looking for an enhancement which will facilitate a narrative field for recording comments pertinent to ScottishPower. We're also looking forward to a 'reason field' in the extensions list which will allow us to see why we're asking for extensions in the first place."

"*To sum it up; the best things about the Managed Services Solution is that it gives us peace of mind, it's hassle free, we know that we will receive enhancements on day one, any issues will be addressed, reporting is readily available and new staff can be up and running in a relatively short timescale.*" Hilary concludes.
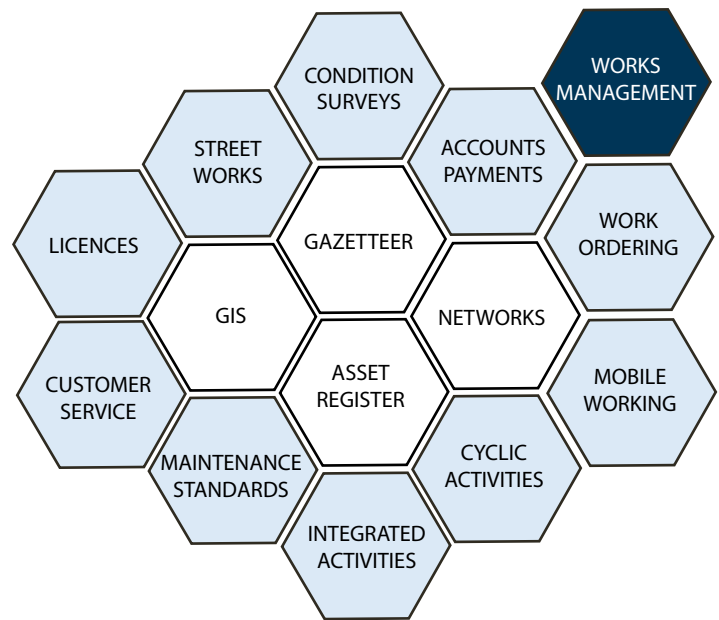
Insight comprises a range of highly integrated modules that can be used in various combinations, to provide individual solutions for the areas shown on the diagram in beige.
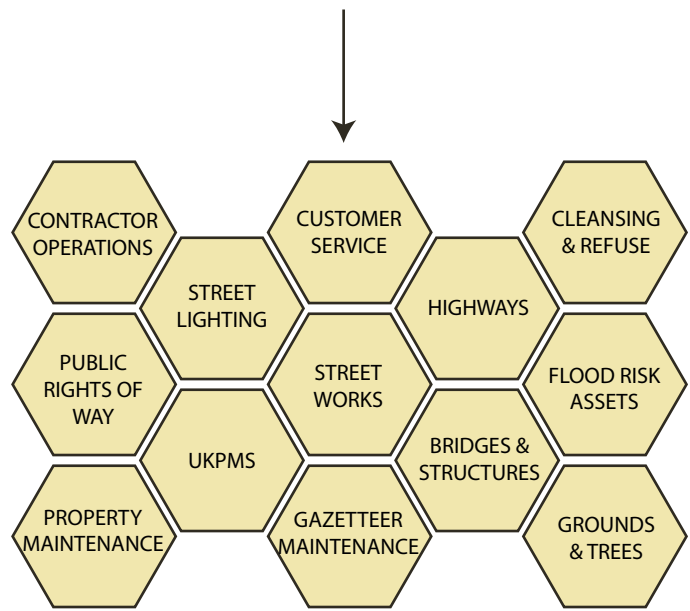
In total, the system provides the capability to manage ALL of these solution areas as part of a single integrated system.

This offers the opportunity for cost and efficiency savings (in line with the Gershon review), by streamlining operational practices and reducing the number of systems used to manage these areas.

Further savings can also be realised, since only one set of interfaces are required to be established and maintained with external and corporate systems.
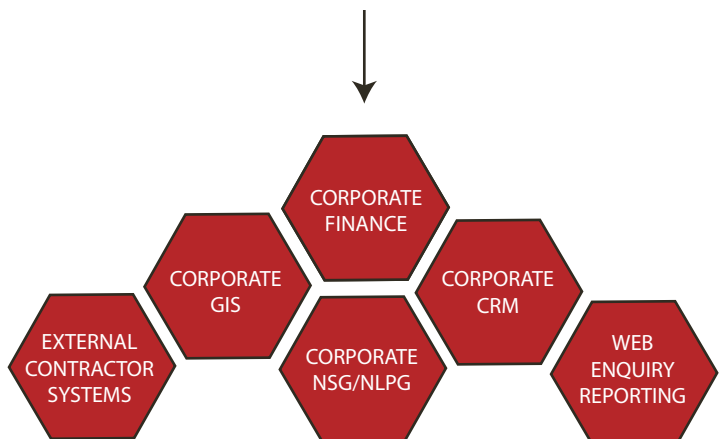
MODULES

CONDITION SURVEYS
WORKS MANAGEMENT
STREET WORKS
ACCOUNTS PAYMENTS
LICENCES
GAZETTEER
WORK ORDERING
GIS
NETWORKS
CUSTOMER SERVICE
ASSET REGISTER
MOBILE WORKING
MAINTENANCE STANDARDS
CYCLIC ACTIVITIES
INTEGRATED ACTIVITIES

SOLUTION AREAS

CONTRACTOR OPERATIONS
CUSTOMER SERVICE
CLEANSING & REFUSE
STREET LIGHTING
HIGHWAYS
PUBLIC RIGHTS OF WAY
STREET WORKS
FLOOD RISK ASSETS
UKPMS
BRIDGES & STRUCTURES
PROPERTY MAINTENANCE
GAZETTEER MAINTENANCE
GROUNDS & TREES

WEB SERVICES (XML & SOAP)
COM and ODBC

CORPORATE/EXTERNAL SYSTEMS

CORPORATE FINANCE
CORPORATE GIS
CORPORATE CRM
EXTERNAL CONTRACTOR SYSTEMS
CORPORATE NSG/NLPG
WEB ENQUIRY REPORTING