



# How Sopra Steria can help Utility Service Providers to improve their **Street Works** processes

The world is how we shape it

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# SUPPORTING EFFICIENT STREET WORKS

Street works are distinct from other road works completed by highways authorities. They are generally undertaken by utility companies to install, repair and maintain their services. The key challenges these organisations face when undertaking street works is that much of the equipment, pipes, and cables they need to repair, renew or install are placed underneath the surface and require frequently digging up roads each time a project needs to be completed. At Sopra Steria we understand the pressures organisations involved with Street Works processes are under to make sure the right documentation is created and submitted in a timely and efficient manner which meets regulatory requirements. Sopra Steria has over 20+ years experience of providing BPO services to organisations involved in Street Works. Our solution is built on our in depth knowledge of the Street Works process and expertise we have gained from delivering to our existing clients.

## Key challenges Utility Service Providers are facing in relation to Street Works



High Fixed Penalty Notices and Section 74 overstay charges



Low Permit Application Success rate



Low NRSWA compliance levels



Meeting turnaround times for the emergency maintenance work



Costs associated with Street Work back office process with no measurable performance benchmarking



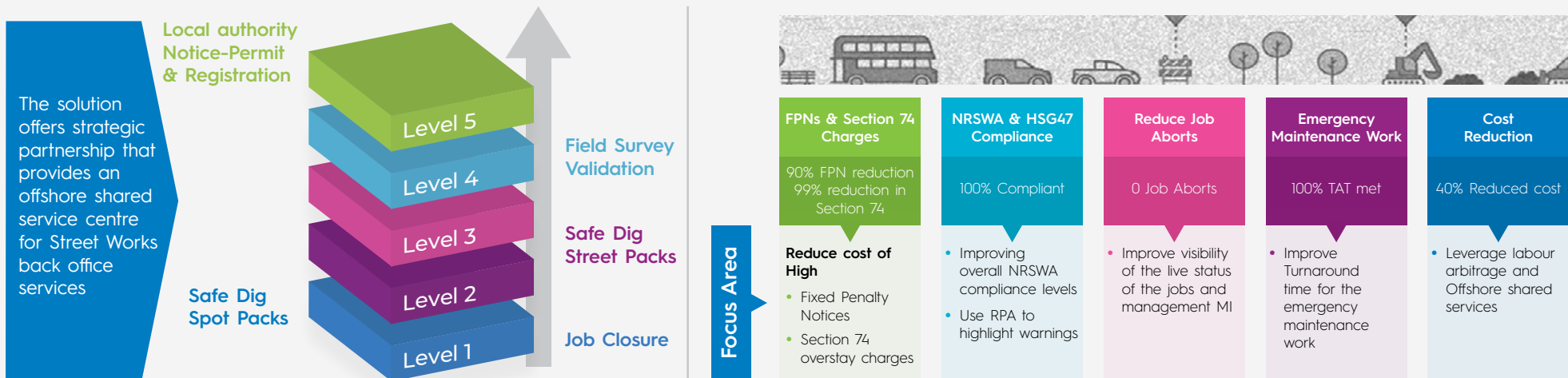
Legacy systems, lack of robust reporting and visibility of the live status of the jobs



High Lane rental liabilities, due to delay in timely completion of the job

## Our Street Works Solution

The Sopra Steria Street Works solution provides Utility Service Providers with effective and efficient Street Works services. Built on deep domain expertise and new digital tools our solution promises to transform your existing Street Works operations. By working with you we can enable significant improvements in permit application success rates and offer true scalability of operations as and when required.





## Features of our Street Works Back Office Process Solution

- Adhere to Safety Regulation HSG 47 and improve overall NRSWA Compliance Levels by having access to the right information at the right time
- Improve permit application success rate through bespoke tools and processes to liaise with highway authorities and local councils
- Faster Turn Around Time and Ease of Scaling up services with
  - **24 X 7** Service Availability
  - Flexible resource pool possessing over **20+ years** Utility Street Works domain expertise
- Digitise end to end Street Works Back Office Process management through the deployment of hyper automation solutions. We use bespoke AI solutions to improve Street Works quality and turn around times
- Process Repository and better MI to boost performance as we deploy cutting edge technology tools like Power BI for end to end visibility of jobs
- Access to Street Works SME's who have proven expertise in handling street works for Electricity, Water, Gas and Telecom projects in the UK

## Our Capabilities

- We deliver end to end back office Street Works services including Validation, SafeDig and Noticing for Utility Service Providers
- We have a pool of highly skilled Street Works Specialists and Back Office Support executives trained in various aspects of Street Works including a deep understanding of NRSWA guidelines & HSG47
- We handle over 1 million transactions across end to end Street Works (Validation, Safe Dig Pack Preparation and Noticing) annually with varied turnaround times while maintaining quality standards of over **99.5%** since inception
- We have developed customised processes to track and report job statuses which help to improve overall job completion turnaround time
- We use RPA for preparation of job packs, with a zero defect rate making sure we adhere to the health and safety standards contractors need to undertake their programmes of work

## What makes us different?

- **Quality performance @ 99.99%** – zero job aborts leads to near zero rework and zero penalties
- **100% achievement of turnaround time for emergency works** – helping to reduce repeat contacts (and it takes only 30 minutes to complete the transaction)
- **Utility matrix** – a unique, one-step solution for creating Safe Dig packs that provide details of the utilities and utility companies in a specific geography; this has reduced search times from three minutes to just 30 seconds
- **Hold reduction process** – reduces the need to pass requirements back to the client team, improving closure rate and reducing hand-off by 43%
- **Flexible resource pool** – providing 24hr a day coverage and a fast turnaround vs standard UK working hours
- **Ability to scale up services** – scale as and when required, thanks to a flexible offshore resource pool where 75% of staff are cross-skilled
- **Reduced costs associated with Street Works documentation** – By using automation, AI and a cross skilled workforce we are proven to reduce back office costs by 40% on average compared to in-house teams

# Delivering an innovative offshore Street Works BPO service for Morrisons Utilities Services



## Background

**Morrison Utility Services (MUS)** is the UK's leading utility services provider. It works with blue chip utility companies across the electricity, gas, rail, telecoms and water sectors on the upgrade and maintenance of their infrastructure and networks – including electricity substations, water and gas pipes, electricity and telecoms cables and metering.



## The challenge

As part of a **10-year strategic partnership**, we are continually tasked to deliver key aspects of MUS's administrative work, which we undertake from our offshore delivery centre in Noida. The challenges we've faced include provisioning key underground asset information to support a safety focused industry; achieving consistently high quality delivery that targets zero job aborts to reduce regulatory penalties; optimising **'take on'** activities that reduce the time to deliver an effective service to 4 weeks; enabling effective cross-skilling and rapid deployment to meet demand peaks; and delivering a geographically centric Utility Matrix to support the rapid identification of utility companies.



## The solution

**First of all our team explored how to cost-effectively deliver an increasing volume of transactional processing activities into a growing number of MUS customers** – with resource flexibility and a right-first-time approach. Stakeholders from both Sopra Steria and MUS worked together to agree the strategy and prioritise key service requirements, which freed up MUS management to focus on core engineering support activities.

Our Noida team identified, and delivered, the primary strategic priority of providing accurate and timely documentation to meet HS&E requirements, while reducing the associated back office costs. The major scope of our work, which is the provision of Safe Dig Packs, includes the collation of drawings to show the location of any underground services, such as electricity cables, gas or water pipes, and telecoms cables/ducts. If a field operative does not have the relevant information on arrival at a work site, they cannot continue – with MUS incurring avoidable costs and potential penalties for every aborted job. But since taking over this work and introducing a one-step solution with quality reviews, we are now into the third year of the contract and proud that no jobs have been aborted. With MUS's operations equating to over one million Street Works excavations a year, the cost saving implications are significant.

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## The results

Offshore delivery has enabled MUS to expand the breadth of services it provides for a growing number of UK customers, without additional onshore headcount. It's also helped them realise the following results:

- **Quality performance @ 99.9%** – zero job aborts leads to near zero rework and zero penalties
- Bringing together similar activities across different contracts, to increase the agility and responsiveness of the offshore team
- Cross-skilling of 75% of offshore resources enables the rapid redeployment onto any account to meet peaks in demand and on-boarding of services for new customers without any time lag
- 100% achievement of turnaround time for emergency works, reducing repeat contacts
- A robust management information system and analytics support informed decision making
- Reduction in the amount of work handed off for completion to MU reduces management bandwidth. In one case we have reduced management costs of reviewing information from **13% to 8%** for one water utility

## How we are partnering to deliver key Utility projects across the UK

- We are supporting the roll-out of FTTP (Fibre to the premises) and FTTC (Fibre to the cabinet) to more than 24 million homes and businesses in UK
- Enabling the replacement programme for gas distribution networks in East England and North London
- Helping to refurbish and upgrade of electricity substations, cables and power lines across London
- Supporting Water networks repair and maintenance activities, as well as Smart Metering Services
- Enabling major electricity companies to deliver major cabling projects up to 33kV
- Supporting the installation of c.100,000 water meters and surveying in excess of 130,000 properties on an annual basis



*As well as undertaking the processing at lower cost, Sopra Steria is flexible enough to accommodate the differences in our processes resulting from our client focused approach.*

**- Head of Business Process Improvement, MUS**



*It's really great to see the packs being produced quickly with quality consistently at 100%.*

**- Director for Business Process Improvement, MUS**





## Sopra Steria Street Works Services

Sopra Steria has over **20+** years experience of providing services to organisations involved in Street Works. Our solution is built on our in depth knowledge of the Street Works process and expertise we have gained from delivering to our existing clients. The expertise we provide our Street Works clients with enable Utility Service Providers to provide the right documentation they require for successful Street Works to be undertaken.

For more information on our Street Works services please visit [www.soprasteria.co.uk](http://www.soprasteria.co.uk) or email [pscomms@soprasteria.com](mailto:pscomms@soprasteria.com) and one of our experts will be in touch.

**We look forward to working with you.**

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