

STAM (Solution for Total Asset Management) enables efficient data capture and improves intelligence across the business through collaboration. This ultimately saves Dŵr Cymru considerable time and money.

Dŵr Cymru reduces sewage flooding

CASE STUDY



Reduce time spent on locating sewage problems; increase efficiency and customers instead!

Dŵr Cymru supplies to three million people. With over 26,800km of water mains, it is the sixth largest regulated water company in England and Wales.

Dŵr Cymru is also responsible for the collection of wastewater through a network of 17,600km of sewers, some of which date back to Victorian times.

The sewer network is not always able to cope with today's demands and occasionally, especially after heavy rainfall, properties can be flooded.

Dŵr Cymru places high priority to reducing the threat of sewage flooding, constantly assessing the risk to properties and carrying out maintenance work on the sewer network.

Deal with incidents quickly

As part of the campaign to reduce sewage flooding, Dŵr Cymru employed Northgate to develop STAM, an internet based solution which links staff in the sewerage contact centre with contractors in the field, ensuring that incidents can be dealt with quickly.

Digital mapping

When a customer calls Dŵr Cymru's sewerage contact centre the operator uses STAM to access digital mapping to illustrate the location of the property and the sewer network. Historically activity at the property is also displayed, along with the current incidents in the area.

Dŵr Cymru employs four sewerage contractors, operating in different areas of Wales and some parts of England served by Dŵr Cymru. Once the customer

contact has been logged, STAM automatically allocates the job to the correct contractor for action. The contractor also has access to STAM using an internet connection and all of the information collected at the point of customer contact is available to them.

Wireless technology

An addition to STAM incorporates wireless technology and enables the immediate transfer of job information from STAM to field operatives. The crew receives details of the incident, a map to illustrate the location and customer contact details. They are able to quickly change the status of the job, indicating when they arrive on site, complete work, and so on. Data relating to the incident and what was done to correct that problem is also submitted.

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The information is instantly transmitted back to STAM, so that contact centre operatives and contractor dispatches have access to real time information and can close the incident.

Performance reports

Each change in status is time and date stamped, which means that performance indicator reports, such as response time to incidents, can be generated quickly based upon current data.

During development of STAM, emphasis was placed on integrating the data needs of many areas of the business. Different functions within Dŵr Cymru such as strategy and regulation, work in differing business areas yet have similar business needs.

Using STAM any number of users, whether internal or external to Dŵr Cymru, can access real time data via the internet to support important decisions.

There are currently over 450 users of STAM in more than 30 organisations, all of whom contribute in some way to Dŵr Cymru’s business plan and objectives.

STAM enables efficient data capture and improves intelligence across the business through collaboration. This ultimately saves Dŵr Cymru considerable time and money, enabling them to offer an improved service to their customers.



Improved intelligence

STAM is a powerful tool, which in addition to facilitating an improvement in customer service also helps Dŵr Cymru understand weak points in their sewerage network. The ability for field operatives to identify and document links between incidents and specific network problems means that maintenance and investment programmes can be prioritised.

In their 2002-2003 report into levels of service for the water industry, OFWAT rated Dŵr Cymru as the best overall performing water and Sewerage Company.

Let’s talk

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