



## Case Study

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Improving project and asset information management across Thames Water's £1 bn Capital Investment programmes



BCDE

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## Overview

Thames Water has been a customer of GroupBC since 2005 when they identified the need for better information management to support the delivery of their capital programme. We've continued to work with them as they continue to take advantage of latest technological developments to improve delivery and compliance across their £1bn p.a. capital investment programme.

## The background

Thames Water is the UK's largest water and wastewater services company, with over 14 million customers across London and the Thames Valley. GroupBC has been working with Thames Water since 2005 when they identified the need for better information management to support the delivery of their capital programme. The BC Enterprise solution, known in-house as TWEXnet, has evolved into a fully integrated programme and information management solution, including tendering, delivery process and assurance, document and drawing management and most recently, a visual geospatial representation capability.

## Key benefits

Thames Water is now able to trust the information as they can check the current status of documentation, and also its provenance.

The ability to run environmental and heritage checks on projects to see if there are any threats or issues saves an enormous amount of time

Project team members now have clarity of expectation and progress of milestones and key deliverables

Online training videos accelerated induction for new users reducing the requirement for some basic face-to-face training sessions

Ease of access to the cloud-based solution from laptop, mobile or tablet saves an enormous amount of time

One solution provides quick access to project and asset information, saving time and resources searching across various silos or systems



## The brief

Prior to TWEXnet, Thames Water's information management for the delivery of capital projects was not well controlled. Delivery Partners were based within Thames Water offices and information was shared by email, CDs, and shared drives. After a change to the business model in 2005, the partners were based back in their own offices and this use of multiple systems to share information wasn't productive or secure, so Thames tendered for a system to help manage and control the flow of information.

Thames Water works with a large number of external contractors to deliver its capital investment works which involves significant volumes of information including contract documents, design files and general correspondence pertaining to some 1500 live projects. Each party is responsible for keeping related documentation and activities up to date, essential to the decision-making processes involved in a project. The staff churn that occurs on all construction projects means that having a controlled central repository for information is absolutely essential to ensure efficient delivery and contractual and legal compliance.

*"TWEXnet has the potential to become the definitive platform for all of our project, built environment and site information"*

## The solution

TWEXnet was originally procured as a project extranet (hence the name although the extranet has since evolved into a Common Data Environment - CDE - to manage data related to built assets). The platform stores and manages project documents, drawings and information, including workflow functionality to enable issuing for information, checking, review or approval. Information is now available from a secure central location, with all the basic document management functionality such as version control, access rights and audit trails as well as BC's advanced functionality including saved searches, reporting capability, drag and drop multiple files and folders, and task dashboards.

Although GroupBC were selected as they met pre-determined criteria including product functionality, cost and security, Thames Water were also impressed by the team and felt they were a company they could work with to develop the solution.

Soon after Thames implemented TWEXnet they saw the potential to develop an integrated Tendering module with GroupBC using the standard BC functionality to manage the thousands of documents involved in the tendering process. (see Tendering case study for full information).

As their business process became more sophisticated, Paul Meredith, Information Manager at Thames Water, worked with GroupBC to develop an integrated process management and quality assurance module to give a visual traffic light view





of project requirements and compliance. (see ProcessPlan case study). A key feature, and benefit, of this module is the clarity that it brings to both requirements and the deliverable status against those requirements.

Thames have also implemented the BIM viewing module. This enables them to view drawings and 3D models and associated asset information without the need for the native software.

More recently they have implemented the GeoLink module which provides a visual representation on an Ordnance Survey map interface of their project locations together with over twenty switchable layers of environmental and heritage information such as Sites of Special Scientific Interest (SSSI) or listed buildings (see GeoLink case study).

Thames Water have also made clever use of the Publication function to make Health and Safety information readily available on a read only basis to their construction staff.

## The benefit

For the technology roll-out associated with AMP6 (2015-2020), GroupBC Professional Services worked closely with Paul to produce a suite of 20 training videos dealing with key TWEXnet processes. This accelerated user induction, reduced the requirement for some basic face-to-face training sessions, and provided a better user experience than was previously achieved using written software 'help' materials.

Paul Meredith commented: "The main benefit of using TWEXnet is ease of access as it's cloud based so it's available from your office or on site using a laptop, mobile or tablet. This saves us an enormous amount of time and gives us clarity of information, status of documentation, and provenance.

"TWEXnet has the potential to become the definitive platform for all of our project, built environment and site information." Paul concluded.

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