

## Best Practice Drives Efficiency in Utilities Operation



### Our Client

A FTSE 250 Group Company providing planned, response and compliance maintenance. Our client is also the UK's leading provider of health safety and risk management services.

### Challenge

100% of all work in the Gas maintenance business was scheduled manually and there was a 23% annual travel rate.

Benchmarking highlighted that similar organisations achieved more than 80% automation and c.15% annual travel rates.

12% of all tasks were uncompleted due to lack of site access, which could be reduced to 6%.

### Solution

Map current processes to visually illustrate the 'As Is' scenario, highlighting current issues and demonstrating what could be improved.

Introduce new call centre scripting to improve first time fix rates.

Design and implement a scheduling interface that, utilised a state of the art Field Force Optimisation tool enabling engineers to be more effectively

routed to jobs.

Train and develop the team to utilise the interface effectively.

### Results

Improved efficiency, increasing the scheduler to engineer ratio to **1:20**, which is inline with other organisations and industry best practice.

Improvement from 100% manual scheduling to more than **80%** automated scheduling.

Significant savings through the minimisation of waste, leading to a reduction in the number of engineers and support staff required to service clients.

Develop a best practice operating model which could be utilised in other areas of the business.



'Linea did a tremendous job, their process and technical expertise helped to develop practical and efficient solutions to our challenges'

**Programme Director**