



## Balfour Beatty boosts productivity and reduces costs with field service management software

With a mobile workforce management and scheduling solution that enables real-time visibility of its field service operatives, the group's gas teams now complete more jobs each day, with less travel time and lower fuel costs.

Balfour Beatty is a leading international infrastructure group. With 30,000 staff, we provide innovative and efficient infrastructure that supports communities, enables economic growth and underpins the daily lives of people around the globe. We run various operations within the utilities sector, including network maintenance and asset growth for the gas industry.

### Implementing an integrated solution for real-time visibility of a mobile workforce

Within our gas team, we employ operatives across North East England and the West Midlands who are responsible for expanding and renewing underground mains, often in busy and high-impact residential and commercial areas. We work closely with clients to manage and plan work intelligently in these areas, minimising the impact of this essential work on our local communities.

Our work includes Purge and Relight jobs, which require engineers to visit residential and commercial properties to reconnect gas supplies. With contracts covering large geographical areas, one operative could be required to carry out multiple jobs per day across a wide area, with significant time spent travelling between sites.

Given the scale and volume of work, we wanted to implement a fully integrated, flexible mobile workforce management and scheduling solution that would enable real-time visibility of our mobile workforce. We also needed a solution that could be rolled out to other field-based teams within the business, starting with Purge and Relight.

## Balfour Beatty

### Client >

Balfour Beatty plc

### Sector >

Power and Energy

### Project >

Implementing a new field service management suite

*"Advanced has delivered a solution that not only replaces our legacy systems but brings the best of mobile working and scheduling technologies to the front-line delivery of our gas business."*

Bryan Casey > Finance Director > Balfour Beatty

# Faster job turnaround with lower costs

*"The solution is bringing our mobile workforce much closer to the back-office team, enabling us to improve the efficiency of our Purge and Relight operation."*

Bryan Casey > Finance  
Director > Balfour Beatty

We brought in Advanced to implement their field service management software suite to help us transform our ways of working and meet our business objectives. The software suite includes Dynamic Resource Scheduler (DRS), Job Manager and InfoSuite.

DRS is an all-encompassing solution that blends appointed, planned and responsive work across field-based workforces to deliver improved service with low operational costs. Job Manager ensures that information flows seamlessly between office-based teams and field workers, giving managers real-time visibility. And InfoSuite uses data gathered through DRS and Job Manager to deliver real-time business intelligence to identify areas for continuous improvement.

## Real-time job progress visibility

Our first task was to streamline the process of raising work within Purge and Relight by giving staff the option to raise jobs in the field. Using Advanced's field service management software, staff are empowered to create Purge and Relight jobs or follow-on tasks while on-site; these are immediately visible to our back-office team. The DRS software also ensures that the job requirements are met in line with service level agreements.

In addition to delivering benefits to operatives, the Advanced solutions also give customers greater control over appointments, reducing the risk of wasted or unsuitable bookings.

To complement mobile workforce management, we also implemented the InfoSuite management information product from Advanced to provide actionable insights. Our operational management teams now have real-time visibility of progress and performance information, enabling them to react to any problems quickly before our customer service is adversely impacted.

## A flexible workforce to meet customer needs

Since implementing these solutions across North East England and the West Midlands, our regional operatives have been able to carry out more appointments each day by streamlining their schedules. Travel time has also been reduced and fuel costs have decreased.

The key benefits we experienced from implementing Advanced's software solutions include:

- > A streamlined job creation process and worker scheduling
- > More empowered field workers
- > Reduced travel time
- > Decreased fuel costs
- > Increased productivity: more jobs completed each day
- > Ability to react to problems faster

As Bryan Casey says, "The introduction of the Advanced solution is bringing our mobile workforce much closer to the back-office team, enabling us to improve the efficiency of our Purge and Relight operation. Advanced has delivered a solution that not only replaces our legacy systems but brings the best of mobile working and scheduling technologies to the front-line delivery of our gas business."

## More information

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