



Atkins Highway Maintenance Completes More Jobs and Improves Service Levels Using Innovative Momote Mobile Technology

Background

Atkins Global is one of the World's largest construction consultancies. In the UK, a key area of focus for Atkins' is Highway maintenance and operations. Atkins employ more than 700 staff who deliver operational works and maintenance activities.

Challenge

Atkins had identified process inefficiencies in the distribution and management of job details to each of their on-site gang leaders.

Jobs would come in to the central Service Management Centre who would then distribute the job details to the nearest gang, often via several phone calls. Once the job had been received, the gang leader would fill out a standard job sheet on-site which would be kept until a site fax machine could be used to return the details to the service centre. The process was sluggish and meant completed job sheets were often inaccurate or lost.

Of even greater concern to Atkins was the lack of accurate management information they had access to, especially real-time reporting capabilities. Under their Highways Agency SLAs, Atkins could potentially face a financial penalty for a failure to complete a job within a certain time period. Using their paper process, Atkins had to rely solely on their gang leaders filling out accurate start and finish times for jobs.

However, as many gang leaders completed their paperwork only at the end of the week, this

information could be inaccurate and unusable when reporting service performance

The final issue Atkins identified was that they used several types of hardware to complete each job including digital cameras, mobile phones and a GPS location device all of which could be incorporated in one hand-held device. The purchase and maintenance of several types of hardware posed a significant cost across their UK based teams.

Solution

After conducting an initial requirements gathering session, Momote deployed Atkins' mobile workforce management application, Inform Mobile, in under one month. Inform Mobile provides real-time information exchange between Atkins' Service Management Centre and their gangs operating on Atkins Global Highways Maintenance contracts across the UK.

Benefits

The key benefit for Atkins is the improvement in service level reporting. Atkins now have the ability to report instantly and accurately on service performance, enabling them to meet Highway Agency KPIs and enabling them to maintain and secure some substantial new contracts.

The application has also significantly reduced job completion times. Time is no longer wasted on phone calls or through faxing paper job sheets, allowing Atkins' gangs to complete more jobs each month, further improving service performance.

'Momote's Smart technology has already proved instrumental in the securing of a major M25 Highways maintenance contract, so in my eyes has paid for itself many times over.'

Ian Machen
Solutions Manager
Atkins Global