



Anglian Water Services: Reducing service engineer cycle times from 2 days to 10 minutes with Arch Varo*

Anglian Water (AWS) is one of the largest water and wastewater companies in England and Wales. It supplies water to more than six million domestic and business customers and provides almost 1.1 billion litres every single day.

AWS implemented Arch Varo to completely transform its field service survey and work tracking processes. The aim was to gain transparency across job lifecycles, reduce the need for re-keying of data, cut down on the costs associated with errors in survey data, optimise field and scheduling efficiency, and streamline the payment procedures.

Engineers use mobile devices to capture data, which is routed to back-office staff and automatically updates core SAP systems. This enables work to be prioritised more easily and completed more quickly, helping AWS meet challenging service level targets.

*Formerly Arch FLM

Reducing service engineer cycle times from 2 days to 10 minutes

Objectives

- Increase survey form response time
- Simplify data entry by combining forms to reduce the number of different form types
- Reduce costs associated with manual processes
- Eliminate inefficient processing steps
- Improve form data quality

The Solution

Arch Varo was chosen because of the flexibility and tools provided to deliver high quality forms to users at any given points in a form lifecycle and to manage updates to SAP at various stages in that lifecycle.

Implementing Varo has significantly contributed towards the saving goals achieved.

Results

- Form cycle time reduced from 2 days to 10 minutes!
- 80% reduction in the number of form types
- Reduced process costs
- A more engaging user experience
- Improved data quality

One benefit has been a great improvement in the accuracy of traffic management applications, and a reduction in the time that roads have been closed or temporary traffic lights put in place. So the benefits of the solution extend to local communities.

This automated process also radically cut down the amount of errors made and reduced the time it takes to identify and correct them.



Company

Anglian Water Services

Headquarters

Huntingdon, UK

Industry

Water Services

Products & Services

Drinking water
Wastewater handling

Employees

4,000

Revenue

£1.24 billion

Web Site

www.anglianwater.co.uk



“We now have a fully automated, visible, streamlined, fast e-forms process fully integrated with SAP for both our AWS Personnel and Contractors.”

Amy Duffield, Information Services Project Manager, AWS