



Utilities Operation Installs Best Practice Processes

Client Case Study

Client

A FTSE 250 Group Company providing planned, response and compliance maintenance, as well as being the UK's leading provider of health safety and risk management services.

Challenge

100% of all work in the Gas Maintenance Division 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%.

Approach

Map current processes to visually illustrate the 'As Is' scenario, highlighting 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.

Outcome

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

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

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

Developed 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