



THAMES WATER, UK

Key Facts

Company: Thames Water

Website: www.thameswater.co.uk

Industry: Water and Wastewater

Products Used:

j5 Operations Management Software

THE PROBLEM

Thames Water is the UK's largest water and wastewater services company.

Every day, Thames Water supplies around 2,600 million litres of tap water to 9 million customers across London and the Thames Valley and removes and treats more than 4 billion litres of sewage for 15 million customers, 27% of the population of the UK.

Thames Water is responsible for a range of water management infrastructure projects including Europe's largest wastewater treatment works and the UK's first large-scale desalination plant.

Thames Water was using inconsistent, time-consuming tools in its operations control centre and for its shift handover process, including spreadsheets, paper forms, word processor documents and verbal meetings, resulting in organizational risk and inefficiency.

To solve this problem, Thames Water commissioned an electronic logbook project to provide greater visibility, retrievability and auditability of water control information. A data repository for trend analysis was also required. Thames Water wanted to standardize shift logs, event logs and escalation processes across all shift patterns in water control.

The company also wanted a solution with excellent reporting functionality that would benefit stakeholders across water supply, with the aim of reports being available to support asset investment decisions and event wash-ups.



HOW j5 OPERATIONS MANAGEMENT SOFTWARE PROVIDED THE SOLUTION

Thames Water evaluated several electronic logbook solutions in the marketplace, and selected j5 Operations Management Software (j5 Operations Logbook, j5 Shift Handover, j5 Work Instructions, j5 Standing Orders) and j5 IndustraForm® Templates to fulfil their electronic logbook requirements.

j5 Operations Management Software is used to log crucial routine information and provides an effective and informative shift handover that facilitates the sharing of relevant information between operational teams.

The structured escalation process within j5 Operations Management Software benefits Thames Water customers, with emerging risks tackled quicker, reducing the risk and severity of events. Additionally, a custom j5 application for the handling of events was created to support the work of the duty managers.

BENEFITS OF j5 OPERATIONS MANAGEMENT SOFTWARE

j5 Operations Management Software provides wider business benefits to Thames Water, such as:

- Contributing to company-wide outcome delivery incentives in water quality, energy, etc.
- Meeting the security and emergency measures direction recommendations that water companies have an electronic logging system
- Aiding demonstration to both the Environment Agency and the Drinking Water Inspectorate (DWI) that requirements can be met as a control function
- Supporting the standards required to maintain their quality management accreditations such as ISO9001
- Reducing the risk of compensation to external parties



Employee buy-in was a crucial part of Thames Water's electronic logbook project. j5 Operations Management Software users find it quicker and clearer than the older processes (spreadsheets, paper and word processor documents), providing enhanced visibility to returning shift workers. Many teams across water supply have benefited from j5 Operations Management Software and the improved business processes, which have been aligned to get the best out of the j5 applications, for example:

Operations Management Teams: a system for shift and event entries to replace existing spreadsheets and documents. Clear standardised processes for logging and escalations. Support structure for escalations and quicker resolution of emerging risks. Reporting data to support asset investment decisions. Reduced risk and severity of events, such as reducing reactive works at Water Treatment Works.

Compliance Teams: easier to identify compliance risks and spot opportunities for further process improvements.

Water Quality Teams: standardized processes for logging and escalations on water quality events, with reduced likelihood and severity of event impacts.

Event Learning Teams: visibility of entries and escalations in a single location, to aid the event-learning process.

CUSTOMER TESTIMONIAL

“The implementation of j5 Operations Management Software across the water control function has given greater visibility of on-going issues and given us a consistent and accountable shift handover tool.”

— Ant Tyler

Systems Operations Compliance Manager at Thames Water

ABOUT HEXAGON

Hexagon is a global leader in sensor, software and autonomous solutions. We are putting data to work to boost efficiency, productivity, and quality across industrial, manufacturing, infrastructure, safety, and mobility applications.

Our technologies are shaping urban and production ecosystems to become increasingly connected and autonomous – ensuring a scalable, sustainable future.

Hexagon's PPM division empowers its clients to transform unstructured information into a smart digital asset to visualize, build, and manage structures and facilities of all complexities, ensuring safe and efficient operation throughout the entire lifecycle.