



South Staffordshire Water

Experiencing dramatic improvements in customer service

South Staffordshire Water, which serves 1.2 million people in the west midlands area of England, became concerned that its current works management system would not deliver the desired improvements in service to customers experiencing water supply problems. The need to respond more quickly and provide better information on resolution of problems including the scheduling of resources from a centralized help desk was deemed to be the way forward. SSW sought a combined customer service, maintenance and asset management system and hoped to find a ready-built application.

From a short list of 7 suppliers, IMPACTxp was selected as having the best, though not a total fit. The Project Manager at SSW recalls: "Our totally combined requirement was out of reach for all contenders, but Matrix, part of SoftSols Group Limited demonstrated an obvious understanding of the water industry and

the flexibility to adapt their application to our needs. The fact that IMPACTxp is written in Progress was also an advantage, not just because SSW develops in Progress and has strong Progress skills, but because of the easy integration it affords with our other systems."

When fully live, all calls from customers experiencing water supply problems will be logged at the call center and, where relevant, appointments made at the point of call. Over 30 customer liaison officers, equipped with field units - almost the equivalent of a PC with the capability to display the work requirements will investigate the problem on site and, if necessary, raise any subsequent repair work request immediately. Additionally it will be possible to verify that information held on the distribution assets in the geographic system is accurate. The system will also provide details of users in the event of any supply interruptions improving

both the speed and effectiveness of this important communication process. The repair and maintenance function carried out by the direct labor organization will also receive work instructions together with the records and geographic information associated with underground hazards such as gas or electricity. "As well as dramatic improvements in customer service, we are taking advantage of IMPACTxp to centralize some functions and re-structure, to add to our overall business efficiency," says the Project Manager.

For more information about how IMPACTxp can benefit your organization please contact info@impactxp.com

