

Confirm[®] software aids Amey in managing and maintaining public roads in the UK.

Client profile

Amey plc
amey.co.uk

- With about 22,000 employees, one of the largest companies working in public and regulated sectors of the UK
- Has more than 320 contracts with local unitary authorities
- Contracts cover management of utilities, roadways, rails and more



Eyes on the roads

Keeping roadways in good repair is a key priority for local governments in the United Kingdom. Often, road repair and upkeep is outsourced to companies specialising in the delivery of public works. Amey is well known for helping governments build roadways, bridges and tunnels. It also works with clients to maintain roadways and supporting infrastructures.

Business challenge

In order to provide better value to its clients, Amey needed a modern infrastructure and asset management solution. 'With any highways contract, it's essential that the highway asset and the delivery of works is managed by an efficient enterprise asset management system', said Martin King, Management Information Systems Manager for Amey.

Amey wanted a clearer line of sight across work schedules and available resources. Amey also wanted to improve communications with its unitary authority clients, so that it could more easily manage work processes end-to-end.

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— Martin King, Management Information Systems Manager

Technology used

- Confirm® software
- ConfirmConnect® software
- Confirm® OnDemand service

'Pitney Bowes and Confirm software have become very efficient and valued service partners in the delivery of some of Amey's flagship contracts.'

—Martin King, Management Information Systems Manager



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Solution

Amey began using Confirm software in 2011. This enterprise asset management software helps organisations understand and manage the assets under their responsibility. It also helps organisations better communicate tasks and project status across work teams and with their clients. Martin King calls Confirm software 'a highly configurable asset management tool with a very modern mobile platform, designed with usability by fieldworkers at the forefront'.

Confirm software lists all assets in a central register, along with information on their location, condition, management operations and adherence to monitored standards. In fulfilling its contract with the South Yorkshire city of Sheffield, for example, Amey uses Confirm software to keep track of more than 363,000 unitary authority assets, including 28,000 street signs, 2,050 miles of pavements, 18,000 items of street furniture and 72,000 drainage gullies.

Confirm software also creates a variety of schedules to determine when to perform which task at which asset. The solution's executive dashboard helps organisations monitor project metrics so that both organisations and the clients they serve can make real-time decisions based on the metrics most important to them. It produces fully customised reports—including financial reports and performance monitoring reports—that are easily accessible on the web or emailed to stakeholders.

Currently, three groups within the Amey organisation use Confirm software and its mobile version, ConfirmConnect software, to manage and maintain roadways for seven unitary authorities. Data management employees use Confirm software to handle customer relationship

management information, maintenance schedules and new maintenance orders. Inspectors use ConfirmConnect software in the field to receive inspection routes and assignments. After inspection, these workers update information on the status of each asset, recording any work that needs to be done. Confirm software then helps assign other employees to complete the work. Managers at both Amey and unitary authorities use the Confirm software dashboard function.

Benefits

The Confirm solution helps Amey manage more than one million assets in seven municipalities. The solution has worked so well for roadway management that Amey is beginning to use it for more complex projects—overseeing bridges and tunnels in Staffordshire, for example. The functionality of the solution provides Amey with a clear view of what needs to be done in the management and maintenance processes, while dashboard functions provide Amey clients with confidence that tasks mandated by contract are being completed.

Speed of delivery is provided by Confirm OnDemand: the software is provided to Amey via a host environment at Pitney Bowes. This enables Amey to quickly implement Confirm solutions for each new client acquired.

'Pitney Bowes is Amey's preferred supplier to deliver asset management to our many contracts, and the company's on demand offering is a true software as a service platform. Pitney Bowes and Confirm software have become very efficient and valued service partners in the delivery of some of Amey's flagship contracts', Martin King said.