

Working closely with local governments to smooth out roadway maintenance processes.

Client profile

- A leading UK highway service provider
- Partners with local governments to provide integrated road design and management solutions
- Holds ISO 55001 certification for Asset Management

Overview

Working with local governments, this integrated highway service provider designs and operates highway solutions across the United Kingdom. It repairs potholes and streetlights, cuts back overgrown trees, grits icy roads, clears blocked drains and reapplies lane lines that have deteriorated. Unlike a typical contractor, the company's employees work in clients' offices and team with local government staff to identify and repair roadway problems. The company is always working to improve efficiencies in these processes.

Business challenge

"One way we discover roadway issues is through reports from the public," says a business solutions architect with the company. "A few years ago, someone might call to tell us there was a massive pothole located 'down along High Street.' The U.K. suffers quite badly in some of its roads, and our guys might have to drive around for a while trying to locate that particular pothole.

"Our teams were continuously going to locations that were inaccurate, and that cost money for us and, potentially, for our clients," the architect adds. The firm saw an opportunity to improve the way it accepted public reports of roadway problems, by enabling members of the public to pinpoint the location of problems on a map.

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Highway Service Provider

Technology used

- Spectrum® Spatial Analyst
- Confirm® Intelligent Infrastructure Management

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Solution

The company chose Pitney Bowes® Spectrum® Spatial Analyst software and Confirm® Intelligent Infrastructure Management and worked with Pitney Bowes Professional Services to modify the solution to optimally meet its clients' needs. "Spectrum Spatial Analyst is very customisable," says another of the firm's business solutions architects. "We use around 15 percent of the features straight out of the box. The other 85 percent we've customised."

Now, the company provides clients with an online tool through which residents can report problems such as potholes. The tool will display potholes that have already been reported and sections of road due to be resurfaced in the near future. "Before they can drop a marker on the map to indicate their pothole, we ask them to make sure it has not already been reported," the architect explains.

If the pothole is new, the tool requires them to gauge the size and depth and select the exact location on a map. "The map includes landmarks to help them locate the pothole precisely, and then they tell us which lane it is in, whether it's between the two tire tracks, etc.," says the architect. If the location is on a private road, on a Highways England road or in a different county, the tool automatically provides the contact information of the responsible agency. Then Spectrum Spatial Analyst automatically uploads the data into the county council's asset management software.

Benefits

"Getting this much information from the public means we can be more accurate and more productive," says the architect.

The solution also enables county councils to provide better service to the public. The increase in crews' productivity means problems are repaired more quickly, and citizens don't spend their time making duplicative reports of problems. "This solution has massively improved the service that our clients can give members of the public," says the service provider's business solutions architect. "Our relationship with Pitney Bowes is beneficial to us, but more importantly it's beneficial to our clients."



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