



Bethell Utility Services Ltd, Multi-Utilities

Value: £20m

Location: North West, UK

TSS implemented its FOCUS work management platform for Bethell Utility Services (BUSL) across three workstreams in their multi-utilities business.

Project Synopsis

BUSL were using a spreadsheet-based system to manage jobs, with multiple unlinked data sources. This led to inefficient working, duplication of effort, poor data integrity and time consuming paper-based site records.

Our implementation team included technical experts and utilities business specialists. Our first step was to undertake a full business process mapping exercise, consulting all key stakeholders. We then carried out a gap analysis of current to required functionality.

We managed the whole FOCUS implementation project including support for data collation. Our team developed custom data migration tools to transition from spreadsheet and paper to the FOCUS system.

Working closely with the end users, our team immersed themselves in BUSL's business. We provided full training and support including custom user manuals and ongoing customer support.



Key Facts



£20m Contract Value



Developed 33 custom forms



Removed paper processes



50 site and office users



12 week integration with custom development

Scope of Works

FOCUS manages the end-to-end job lifecycle from enquiry and pre-construction, to construction and commercial processes across three multi-utilities workstreams.

Modules include:

- Operations management
- Planning and scheduling
- Commercial management
- Capacity management
- Reporting

Successes

FOCUS has:

- Automated many aspects of the contract management process
- Increased data security, integrity and consistency
- Increased resource efficiency and minimised duplication
- Provided one version of the truth for fully informed business decisions
- Given BUSL a firm foundation to support their future business growth plans

Overcoming Challenges

Following a comprehensive information gathering exercise, we identified processes unique to BUSL.

We adapted FOCUS to match these including a new enquiry management process with custom fields, tasks and statuses, a custom planning board and a bespoke job pack management process.

Testimonial

"TSS provides a very professional service, keeping it simple and delivering on time.

FOCUS also gives us the flexibility to make amendments to the system where we need them and the process of logging requests with TSS is efficient and clear. We also have regular account meetings which really helps make sure we are getting the service we need."

Tom Ashall
Commercial Director
Bethell Utility Services Ltd