



## United Utilities PLC Network Maintenance Services

**Value:** £18.7m

**Location:** North West  
England

We provided United Utilities (UU) with a robust, proactive cost and commercial management solution. Using FOCUS, our work management system, we facilitated robust reviews and reporting for order applications, contract performance, and financial performance.

### Project Synopsis

TSS provided eight full-time team members to facilitate this process. Providing ongoing support, we seamlessly integrated with UU's systems within 6 weeks.

Demonstrating our ability to develop a bespoke solution, we built custom elements for UU's system, including:

- Dedicated interfaces with client and supplier systems
- Custom payment processes
- Enhanced compliance module
- Bespoke reporting

Key aspects of our support included:

- Capturing commercial data
- Variation management
- Supply chain certification and payments
- Interfacing with supplier systems to share image and field data
- Automated daily reporting
- Order verification.



### Key Facts



### Scope of Works

Our primary responsibilities included managing data flows related to:

- Work promotion
- Order management
- Commercial activities.

Collaborating with UU and its four supply Partners, interfacing FOCUS with five separate work management systems.

UU anticipated 88,000 orders per annum and £69 million spend.

### Successes

For this contract, we:

- Reviewed 100% of 25,848 orders
- Re-valued 3,269 orders, generating £1,634,610 in savings
- Assessed 186 consequential damage orders, reducing costs by 17.5%
- Closed off all accounts within 10 months, 4 months ahead of schedule.

### Overcoming Challenges

Ensuring UU's Partners complied with the requirement for photographic evidence for payments to be made, we integrated an automated process to scan photo attachments into FOCUS. This streamlined the record-keeping process and facilitated on-time payments.

### Testimonial

"TSS provided the highest-quality outcomes supported by the innovative FOCUS platform. Engaged at short notice, TSS provided a dedicated team of 8. They helped create a transparent and collaborative approach to all commercial activities."

**Sinead Maguire – United Utilities  
Commercial Manager**