

**SWORD**

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Anglian Water Services Assessment Plan 4 (AMP4)

Anglian Water services is one of the leading providers of water services in the UK

Part of the AWG Plc group, it is geographically the largest water company in England and Wales, serving the needs of around six million industrial, commercial and domestic customers across East Anglia.

Investment plans for the water industry as a whole are set on a five-year cycle. The latest known as Asset Management Plan 4(AMP4), sets the investment plan and efficiency targets for water companies from 2005 to 2010. In 2004, to ensure the AMP4 plan was delivered effectively and that the efficiency targets were met, Anglian Water Services formed a collaborative organisation called the @one Alliance to deliver a large part of its capital investment programme. This covered approximately £750 million out of the total £1.4bn AMP4 programme. The programme of work was agreed by Anglian Water and the water industry regulator OFWAT during the regulatory price review process. It includes both infrastructure works - below ground assets including sewerage and water networks; and non-infrastructure works - above ground assets, sewage and water treatment works. The Alliance, which will collectively provide design and construction capabilities, comprises seven separate groups; Balfour Beatty Utilities Limited, Barhale Construction PLC, Biwater Treatment Limited, Black & Veatch Limited, CarlBro Group Limited, Skanska Aker Kvaerner and Anglian Water Engineering.

These consultants and contractors function as one virtual joint venture and fully integrate across all teams. Work is allocated and delivered by the Alliance on a 'best person for the task' basis with risk and return shared by the Alliance.

The main challenge for the Alliance was delivering programmes at, or below, the stretching efficiency targets set by Anglian Water. In order to meet efficiency targets they needed a different and more effective way of working.

The key to the Alliance's success would be building an integrated team that could pull on the total partner capabilities, infrastructures and processes. A common platform was also required from day one to ensure effective collaboration, regardless of where members of the Alliance were based.

One of the Alliance's initiatives was to deliver a knowledge management system that leveraged their collective capability. It was critical that all partners in the Alliance were communicating efficiently for project deadlines to be met. In order to effectively collaborate across their entire supply chain, including client teams and construction partners, the @one Alliance needed a solution that provided core functionality that supported these key objectives.

Benefits

Quick and efficient management of project documentation

Manage immense volumes of documentation and correspondence

Reduce costs

Minimise errors and delays

Implement effective chains of communication

Encourage collaborative working

Mitigate risk and ensure regulatory compliance by maintaining a complete audit trail.

Standardise best practice across projects

Improve visibility, control and problem diagnosis in the design and construction phases of the project

Leverage information from previous projects with archiving capabilities

"We selected Sword CTSpace's solution for its ease of use, rapid rollout and availability. The support and expertise we have received has been an important part of our progress"

Dale Evans, Alliance Operations Director, Anglian Water Services

In forming this Alliance and integrating development teams and supply chain partners, the Alliance had already embarked upon a huge change programme. "We did not need the added challenge of implementing a large IS development programme, but rather required an enabling solution that was easy to use and quick to implement. Sword CTSpace's solution matched that requirement" said Dale Evans, Alliance Operations Director, @one Alliance.

"Having not used a collaboration system before, we were familiar with the problems of storing and sharing information ineffectively. Documents would normally be stored on systems which only Anglian Water Services personnel could access. All information had to be replicated across each partner organisation in order to be shared. This proved costly, time consuming and highly ineffective."

"The Alliance is committed to delivering high quality service to Anglian Water and its customers. We selected Sword CTSpace's solution for its ease of use, rapid rollout and its availability and readiness. The customer support and expertise we have received from Sword CTSpace has been an important part of our progress to date," said Evans.

Anglian Water selected Sword CTSpace's document management and collaboration solutions in early 2005 to store, manage and share information across the Alliance and their supply chain partners. 300 individuals have access to the system, as well as clients and key construction personnel. Sword CTSpace's solution provides a collaborative environment for all programmes of work which can be easily accessed at any time, via an Internet browser from any location. All programmes have their own workspace within the platform and everyone can see relevant, up-to-date information to form a single, integrated supply chain.

Over 200 users across the Alliance were trained online within the first six months of implementation to guarantee the widespread adoption of the system, ensuring it simply and effectively allows the @one Alliance to connect everyone.

"Anglian Water Services plans to extend its use of Sword CTSpace solutions across the rest of its supply chain, including second and third tier partners, its operating business and more end-users, and provide more remote access", reveals Evans.

300 employees in the Alliance are currently using Sword CTSpace's document management and collaboration technology, from client



teams, key people on the construction sites, to the partners. All information is posted online and everyone has access to central and up-to-date information at all times. Access to this knowledge bank has already saved the Alliance time in transmitting documents to their suppliers, as this is now instantaneous, and provided them with an effective audit trail.

The @one Alliance has already seen overall efficiency gains and improvements to core business processes. Their targets concerning usage, access, transactions and time spent on the Sword CTSpace solution have all been exceeded. In addition, savings on hardware capacity have been estimated at £20,000 per year now that back-up and storage of information is done directly by Sword CTSpace.

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With the possible 5-year extension of the programme, Anglian Water Services will continue to rollout Sword CTSpace solutions further. "With continued need for more effective integration across project teams to increase efficiencies and deliver cost savings, collaborative models will be used more extensively across the utilities industry, particularly as supply chains are extended and projects become more global" says Evans.

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