

Storyboard (answer plan)

Section	Install		
Weighting	10%	Page / Word Limit	6000 characters
Owner	Andy Carter	Lead Author	Tony Fern
Contributors		Reviewer	
Evaluation Criteria			
The Question			
<p>How do you currently gather the data from the jobs (e.g meter exchange details, meter locations, customer appointment information) and feed that back into existing customers?</p> <p>Have you got your own Workforce management system, if so how do you integrate with various corporate systems (SAP, Dynamics etc)?</p> <p>How is this currently managed with a focus on improving customer experience?</p> <p><i>Evidence/attachment optional</i></p>			
Defining Our Offer			
Client Drivers			
<p>Why has the client asked us this question? What is their underlying issues/concerns? By understanding their key challenges we can produce a winning response.</p>			
<p>A 'Good Response' will be clear, concise, well referenced confirming how they activities will be carried out, with relevant real world examples being but not limited to:-</p> <ul style="list-style-type: none"> - Job capture and feedback tools Inc. success rates and failures - How you have integrated with Water Company system - Example of a workforce planning and scheduling systems and demonstration of how that works Inc. success and failures - Articulated how this improves customer experience <p>A 'Poor Response' will not demonstrate the ability to gather the data required for the jobs and/or provide insufficient past examples</p>			

Win Themes

Which win themes could and should we emphasise in this answer? And what benefit will these provide to the client?

Win Theme

Benefits

Building Our Response

Below you should break down the answer to your response into the subsections within each section allowing for effective signposting to the client.

In each part detail your approach. It can be bullet points at this stage but should address all important technical points as well as client drivers, win themes and USPs. Proof points need to be included to back up statements.

Overall message

Our response

6000 (Currently 5967)

Our bespoke work management system, MWorkS, helps us manage the end-to-end customer journey effectively and efficiently. The system utilises the latest Salesforce Field Service Lightning product and has been developed specifically for UK smart water meter installation and maintenance.

MWorkS covers job and task activity breakdown, planning, intelligent schedule optimisation with the latest routing algorithms, automatic activity dispatch to relevant qualified technicians; and data capture with photographs on mobile devices. Using this one system for all activities means we have a 'single version of the truth' at all times; and handover points, known to create delays and data quality issues, are eliminated completely.

We have been using MWorkS for the last 8 years on our meter installation and maintenance work for Thames Water in London, during which time we've installed over 1 million meters. This clearly demonstrates our capability and experience and ability to finely-tune our processes to align with client systems to meet/exceed targets and maximise customer satisfaction.

MWorkS interfaces with Thames Water's systems to gather and process relevant data including customer, campaign, job, location and asset data. Customer lists are refreshed weekly, job data is imported daily and USRN data is refreshed monthly. Using Jitterbit as the integration tool, we have worked closely with the Thames Water IT team to build and test data interfaces including:

- MWorkS to SAP (C4C, CRM, etc.) for customer, job and property data.
- MWorkS to MDMS for meter asset data and smart metering.

As part of our complete management of Thames Water's metering campaign and appointment booking service, we have established a call centre to deal with inbound/outbound metering communications. Customers have the option of booking appointments by telephone, SMS, WhatsApp or through our online appointment booking portal – leading to greater efficiencies and cost savings.

For Thames Water's Optant metering work, we offer their customers appointment slots according to capacity; allowing us to maximise our technicians' productivity by minimising travel time, down time and associated costs.

We ensure customers remain well informed throughout the customer journey, from initial campaign letters and automated appointment reminders to post-completion surveys; with communication triggered via MWorkS at the appropriate time.

As part of our commitment to continuously enhance the customer journey, we recently added an innovative app called Where's My Tech?. The app allows customers to use an Uber-style mapping interface to view the location of our technician travelling to their appointment.

Activity and the data captured from our initial surveys is all recorded in MWorkS, after which, installation tasks are planned, for internal and external meter fits, streetworks permits acquired, if necessary, and the work scheduled to optimise the overall programme. Our technicians receive the job order on their mobile devices and complete the required tasks; capturing all job, customer and meter data and photographs. We have integrated Blicher AI software to validate meter serial numbers and readings from photographs.


Our data-driven approach, utilising insights gathered from various channels and touchpoints is used to enhance the customer experience. Understanding the life cycle of our data is crucial to drawing reliable references and of course understanding opportunities for improvement. By combining qualitative and quantitative data we customise experiences to foster strong customer connections.

We fully understand the elements and drivers of C-MeX (derived from CSS-CSAT and CES-CSAT surveys) and align our approach to our clients' strategy and agreed customer journey. We are a trusted partner with Thames Water on their Smart Metering Programme where we manage the customer journey from appointments to installation delivering a high-quality, customer focussed service.

As part of our approach to delivering excellent customer satisfaction, we have established a range of measures to monitor our performance, learn lessons and strive for continual improvement.

All customers contacting our call centre are requested to rate us on a scale of 0 to 10 to describe their experience of our work or interaction and explain the reasons behind their ratings. The rating system enables us to break the feedback down to identify trends, such as disciplines involved, operatives completing the work and use of subcontractors. From April this year, we have achieved an average score of 9.96 across our OMP, PMP and CSL programmes from 17,024 ratings.

Where customers are dissatisfied with us, we can use this feedback to identify root causes and implement improvement actions, such as additional training, review of subcontractors or changes to our communication processes etc. These ratings then feed into our CSAT scores (Customer Satisfaction Survey) to track our overall success in ensuring our customers remain fully satisfied with our services.

Data monitoring ensures data recorded by our agents regulatory purposes is accurate and provides the information we need. Our call centre solution,  age CC, provides granular reporting of our fully trained agents' performance and call data/monitoring, Agents are also subject to productivity reports to ensure they are providing the required level of support to enable us to meet our SLAs etc. – for call centre response times and operational/contract targets.

Out in the field, our operatives present customers with a WOW card to gather additional feedback having finished the work. The cards ask customers to describe their experience of how the work was completed and rate our service by contacting our website or calling an 0800 number. Information received is fed back to the operatives concerned and allows us to celebrate work well done, or, alternatively, arrange for improvement measures such as additional coaching.

Absolute key word/phrases: e.g. CDM, Every Customer Counts relating to the question

Relevant Policies, MOPs accreditations, attachments etc

Linked Case Studies: Have we written about this before?

Name/Project	Growth Team Contact	Ops Contact

Graphics

A picture / diagram / flow chart is worth a thousand words!

Sketch any graphics needed to support the answer?

- Drop graphics in here and which subsection they apply to