"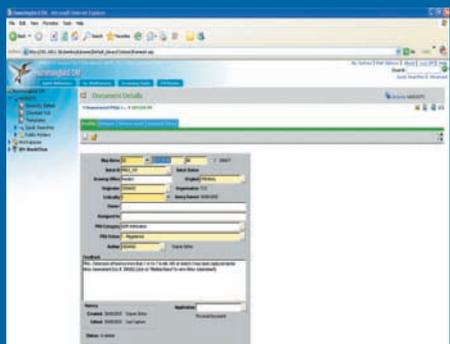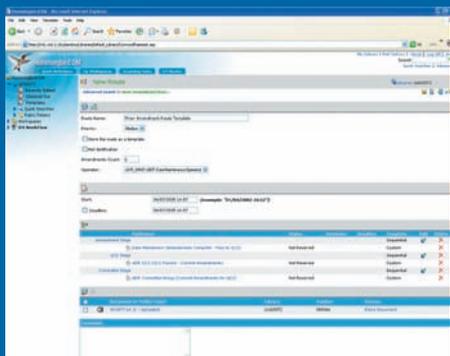**Cad-Capture's consultative approach and investment in understanding our business processes and requirements has been critical in developing a solution that meets the needs of the business**"

Customer Focus

Organisation: United Utilities

What they do: United Utilities principal activities are managing and operating the regulated electricity distribution, water and wastewater networks in North West England.

Project : Network Amendments

Cad-Capture has recently completed a project to develop an integrated Document Management and Workflow solution for capturing and recording amendments to United Utilities's (UU) electricity network, on behalf of UU's Asset Data Records (ADR) team.

The ADR team are reliant on the submission of detailed 'as laid' information regarding the nature and location of on-site works undertaken by UU's operational staff, engineers or contractors.

Each amendment is documented and a work packet, including the original work instruction, together with e.g. hand drawn sketches and annotations of changes made, submitted to the ADR team so that network changes can be committed to UU's Geographical Information System (GIS).

Based on DM, Workflow and BI components of Open Text's LiveLink ECM - eDOCS™ content management suite, Cad-Capture's solution takes control of the process by which minor amendments are recorded, providing team members with the ability to electronically define, manage and monitor the entire process in accordance with key performance criteria.

The geographically independent environment addresses current resource limitations by enabling amendments to be recorded at either new on-shore or off-shore locations and is highly scalable, providing the ADR team with the ability to identify bottlenecks, monitor trends, produce meaningful management reports and handle problem resolution queries from remote locations, assigning additional resource as and when appropriate.

Currently processed at Cad-Capture's premises in Blackburn, work packet documentation is scanned in colour and indexed according to its location before being converted into DjVu format, a wavelet based encoding technology from LizardTech, for upload across a low bandwidth infrastructure. Developed using Kofax Ascent Capture, the scanning solution is designed to be portable and easy-to-use, for the future potential roll-out to contractors, enabling work packet documentation to be supplied in electronic format for immediate upload by ADR to eDOCS™ DM.

In addition to solution development and support, Cad-Capture has also had considerable involvement in helping the ADR team to build a compelling business case, embarking on a comprehensive requirements analysis exercise involving the mapping of ADR business processes.

"This is an excellent example of how Cad-Capture's expertise in core document capture, management and workflow technologies can help resolve a specific business problem and is an ideal solution for other utilities who are experiencing similar challenges managing amendments to their electricity, water, gas or telecom networks", said Simon Watts, Managing Director at Cad-Capture. "We are delighted to extend the scope of services provided to United Utilities and look forward to further developments in the near future".
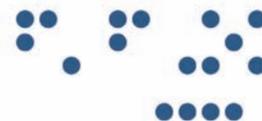
Brian O'Neill, Projects and Data Manager at United Utilities said, "Cad-Capture's consultative approach and investment in understanding our business processes and requirements has been critical in developing a solution that meets the needs of the ADR business".

If you would like to know more about what we could do for you, phone:
01254 504444
or visit our website at:
www.cadcap.co.uk

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