



## Case Study

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Thames Water improves project delivery and ensures compliance across their £1 bn capital programmes





## Overview

Thames Water has implemented ProcessPlan from GroupBC as part of their programme and project management and assurance solution. Originally developed in collaboration with Thames Water, ProcessPlan makes it easy for any organisation to manage the quality and compliance of projects at every stage via a secure and fully-auditable platform in the cloud.

## The background

Thames Water is the UK's largest water and wastewater services company, supplying millions of customers across London and the Thames Valley with fresh water every day.

Thames Water works with a large number of external contractors to deliver its capital investment works which involves significant volumes of information including contract documents, design files and general correspondence pertaining to some 1500 live projects. Each party is responsible for keeping related documentation and activities up to date, essential to the decision making processes involved in a project. Thames Water became aware that improvements in the way it was handling project information and updates were required.

## Key benefits

Tracks the completion of key project deliverables at every stage.

Builds confidence in project progress and compliance.

Provides absolute clarity of document requirements to all parties.

Ensures project stages are correctly documented.

Consistent presentation of status and progress of activity across all projects.

Reduces the time to close out a completed project.

Enables handover documentation to be quickly collated, finalised and made ready.

Client side configuration to meet exact document and project management needs.

Cloud-based solution means anytime, anywhere access to accurate records and from any web-enabled device.



*“All in all with ProcessPlan we have an end to end project delivery solution. We are now able to quickly and easily monitor our projects in a more methodical and structured way, saving us time and allowing us to focus on making decisions that will benefit our business”*

Paul Meredith  
Information Manager for Thames Water

## The need

Paul Meredith, Information Manager at Thames Water, commented: “Our projects involve a number of internal and external parties which can be complex from an information gathering and processing perspective. As a result we were finding it increasingly difficult and time consuming to get clarity around the status of documents and activities associated with our projects. In addition, we need to ensure compliance with certain standards which is problematic if you don’t have insight into the various stages of the project lifecycle or the documentation associated with each stage.

“The resultant delays and uncertainty are costly when you need to account for every penny spent on a project and we needed to improve our systems and processes. We approached GroupBC, whose collaboration and e-tendering systems we already use, to develop a Cloud-based solution to improve transparency and compliance when it came to our project, document and activity management.

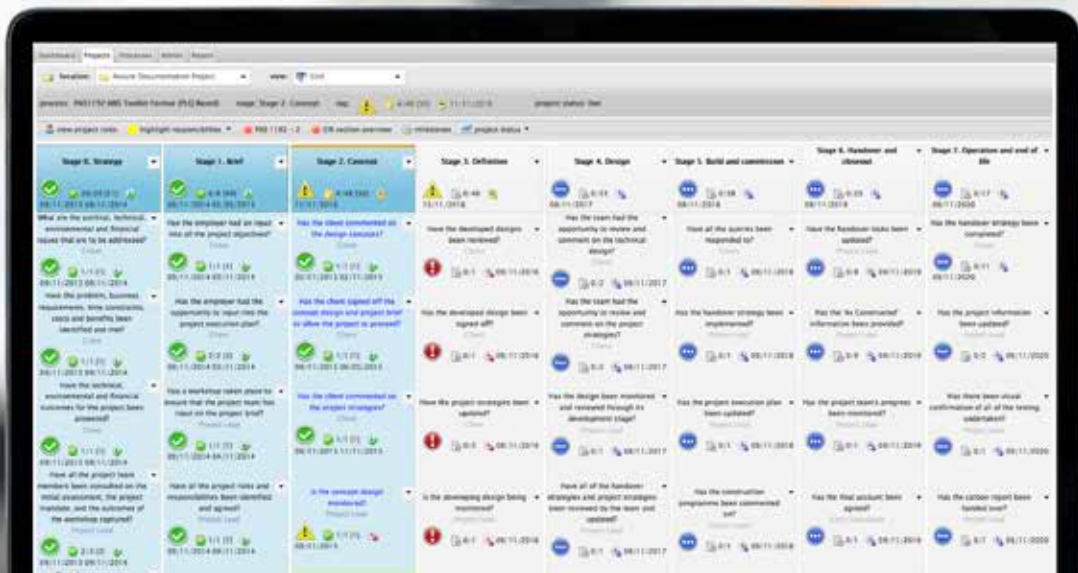
ProcessPlan was the outcome. Following a pilot programme, which was very successful in gaining user acceptance and in terms of refining the solution scope and functionality, we have really not looked back.”

## The benefit

ProcessPlan is a simple but highly effective tool which operates at project level, from inception through to completion. It enables the Thames Water project teams to collect proof of compliance and progress and to gain clear visibility of the project status.

ProcessPlan has been designed to be very user friendly and makes reporting on progress very straightforward. It enables authorised users to easily upload and assign ownership of any documents or activity using a simple traffic light system. The documents and activities are given a red, amber or green flag to denote their status and are laid out in a grid format which ensures clear insight into progress. This simplicity has ensured a high degree of user acceptance and uptake of the solution.

*“Our reporting processes have improved as a result and we can now produce our monthly status reports in less than thirty minutes. Quite something when you think that we can have in excess of 1500 projects in play at any one time”*



Paul commented: "Uploading and maintaining documents in ProcessPlan is as quick and easy as a mouse click. At any one time up to three thousand authorised users can have access to the project information held in ProcessPlan and, because it is a cloud-based solution, it is available at anytime. The time saved in searching for documents is impressive and ensures we can spend more time managing our projects.

"With ProcessPlan we are able to take a structured approach to our projects, which provides all parties with a common view. We benefit from this absolute certainty as every element of a project is recorded and because the information is available in real time there is no gap in the flow of information.

"We have benefited from applying a single and comprehensive standard Project Plan template to all projects and allowing project teams to bespoke it to their project needs using the absenting function. This gives a full, and easily visible, audit trail of the decision making process on each project.

"Our reporting processes have improved as a result and we can now produce our monthly status reports in less than thirty minutes. Quite something when you think that we can have in excess of 1500 projects in play at any one time, and we simply could not have achieved this reporting timeframe with our previous system.

"ProcessPlan is also a key tool in enabling Thames Water to demonstrate governance and legislative compliance and to be able to quickly and easily extract and deliver tagged documents to the relevant authorities. This ability reduces the cost of meeting the challenges imposed on the industry, while also

reducing the risk of prosecution and giving Thames Water peace of mind and confidence that it is compliant with the stringent regulations and policies governing them.

In addition, GroupBC has made sure that ProcessPlan is configurable so that changes can be made to the system by Thames Water and without the need for external consultants.

The self-service nature of the solution has been a real benefit to Paul and his team: "It is crucial that we have a flexible and agile solution that can cater for our needs both today and in the future. ProcessPlan can adapt as many steps and stages of a project as we need and this helps us to cope with projects of any size or complexity using a consistent approach.

"All in all with ProcessPlan we have an end to end project delivery solution. We are now able to quickly and easily monitor our projects in a more methodical and structured way, saving us time and allowing us to focus on making decisions that will benefit our business."

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