

Need to improve the visibility and resilience of your buried assets?

Overview

Britain's regulated utilities operate extensive networks of pipes, cables and other assets necessary for the safe delivery of essential services. There are an estimated 120 million kilometres of water, sewer, gas, electricity and telecommunication underground assets in Great Britain.

Interactions between incumbent network operators around sharing information about buried network is vital to protect in-situ assets and excavation teams, maintain service connectivity and reduce corrective costs.

Some estimates of the costs of managing interactions provided by network operators, suggested a range of 2-10 per cent of project budgets that may be dedicated to planning interactions and meeting the costs of diversionary works.

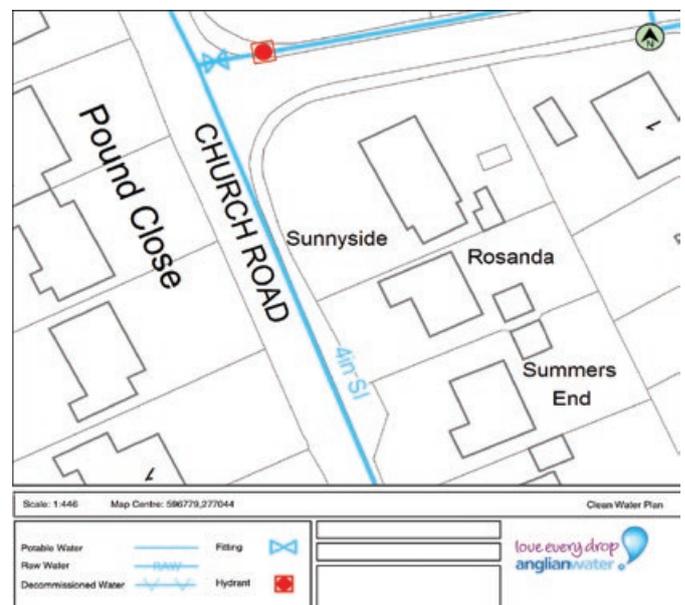
The high frequency of daily enquiries from individuals and organisations relating to the location of assets requires high resource commitments. Over the next five years, this could mean over £13 billion may be spent on interactions.

Challenges

Many utilities respond to interactions on a request by request basis, internally validating locations, checking records and responding accordingly.

This could be a simple "no assets within 'x' metres of your search location" or an asset plan printed-off and sent either as a hard copy or pdf. Time consuming to search and costly to deliver.

Amongst others, **Anglian Water** wanted a simple-to-use service solution that reduced direct involvement, provided an accurate response in a timely and cost effective manner.



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The digdat®Solution

Based on these requirements, **digdat®** developed a solution that delivered a simple web-based, self-service search portal, retrieving asset plans in real-time. Since 1999, Anglian Water's asset requests have been delivered by the **digdat® Utilities** service.

Paul Gomez, Anglian Water's Asset Data Project Manager, recalls how **digdat® Utilities** revolutionised the visibility and resilience of their underground assets:

*"The release of the **digdat® Utilities** service meant that Anglian Water could concentrate on its core activities and allow asset data requests to look after themselves.*

No longer did we have to manage and respond to each and every request. This freed up our teams and more than halved our cost on utility interactions."

15 years later, digdat Utilities is delivering responses for more than 600,000 Anglian Water requests a year.

Today, **digdat® Utilities** provides underground asset data visibility and resilience for **Thames Water, Bristol Water, Hartlepool Water** and **Virgin Media**.

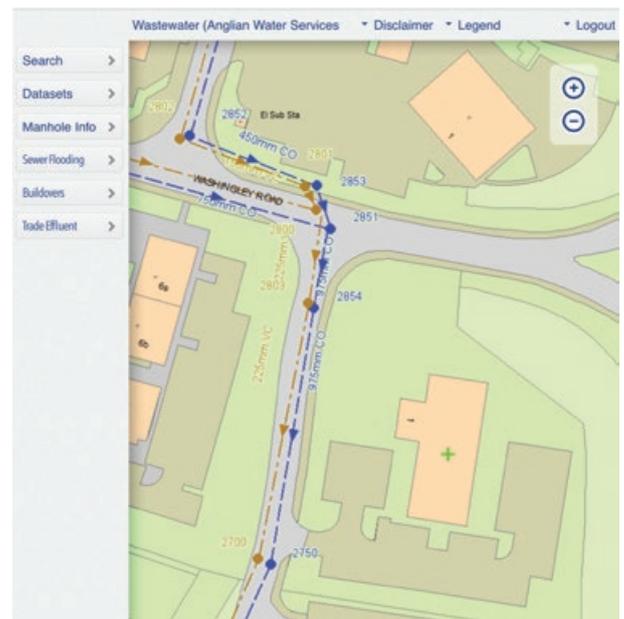
The service is well known and used across the whole of Great Britain, currently providing in excess of 3 million maps per annum nationally to over 12,000 statutory users from over 80 Utilities and 400 plus local authorities.

A further 5,500 non-statutory users' requests are delivered through the **digdat® Utilities** Chargeable service.

Paul Gomez continues:

*"**digdat® Utilities** has grown and developed over the years. With low operational costs and reduced risks, we have seen a clear financial benefit of resource reductions for clients of around 60 percent.*

Catering for very increasing demands from statutory and non-statutory users, the simple and easy-to-use service delivers online electronic asset maps immediately to a large user base."



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