

Service Solution Overview

Created for companies responsible for the management of underground assets, **digdat® Utilities** is a web-based asset data service. Giving 24/7 access, it shows the location and details of underground assets such as water, drainage and sewerage, electricity, telecommunications and energy (oil & gas) across the whole of Great Britain; to both Statutory (Local Authorities, Government bodies, utility companies and their agents) and Non-statutory users (developers, contractors, Professional Services & the general public).

digdat® Utilities delivers multiple business benefits

Utility infrastructure management is complex and costly. The challenges of maintaining and upgrading aging infrastructure, preventing damage from accidental hits, meeting regulatory requirements for more transparency and accountability, and integrating new technology into existing systems and practices are just a few of the challenges that keep utility managers awake at night. **digdat® Utilities** takes away some of that worry by:

- providing flexible access options to your asset data for a wide range of users, whilst adhering to regulatory requirements
- guaranteeing your information will be provided 24/7 to those that need it
- significantly reducing your resource requirements to manage and respond to enquiries about your underground assets
- improving your operational efficiencies



Tailoring digdat® Utilities to your own business requirements

digdat® Utilities can be customised to meet the unique requirements of your organisation.

Key Features – Standard	Key Features – Customised
<ul style="list-style-type: none"> ■ Compatible with all web browsers and technology hardware 	<ul style="list-style-type: none"> ■ Can be embedded into your website and branded accordingly.
<ul style="list-style-type: none"> ■ Multi-tiered application design delivers high performance and scalability to meet changes in demand 	<ul style="list-style-type: none"> ■ Optional 'AccessPoint' provides free public access to meet regulatory obligations and self-serve facility for Non-statutory users
<ul style="list-style-type: none"> ■ Sustained high levels of performance (uptimes in excess of 99%) 	<ul style="list-style-type: none"> ■ Hosted, secure online payment hosting
<ul style="list-style-type: none"> ■ All data is hosted in a resilient premier Tier III facility secured at many levels within an ISO27001:2005 certified Data Centre 	<ul style="list-style-type: none"> ■ Capable of delivering a variety of data types accessible in a multi-layered geo-spatial format (mapped)
<ul style="list-style-type: none"> ■ Simple and easy to use, delivers fast and accurate information 	<ul style="list-style-type: none"> ■ Optional Support helpdesk and customer assistance

For further information please either call Customer Services on **0845 026 7676** email **info@digdat.co.uk** or visit **www.digdat.co.uk**



digital data on demand



Further benefits of using digdat® Utilities are:

- No changes are required to your technology, systems or asset symbology
- Is proven to reduce resource and administration costs by as much as 60%
- Our flexible technology platform provides future proofing for emerging technologies and requirements
- Supports a wide range of user accessibility requirements 24/7 without compromising security
- Allows easy integration of your asset data with geospatial data to accurately map your assets
- Meets all statutory and regulatory requirements including map provision with no extra effort
- Provides the ability to produce asset maps online at different zoom levels
- Users can view base data maps, while you keep customer-specific data available only to authorised users
- Our Helpdesk Services can provide help and support to your users and customers as required
- Improves safety performance - visibility of asset location on multi-layered data maps reduces accidental hits and liability claims



Why Use digdat® Utilities?

digdat® Utilities offers you a fully managed solution with low operational costs and risks. It delivers a clear financial benefit of resource reductions – as much as 60 percent in some existing clients.

The water and energy regulators are seeking to squeeze greater efficiency from the utilities. Given that assets make up as much as 40 per cent of utility costs, this area of business offers a happy hunting ground for cost reductions.

Ofgem's chief criteria for its new regime of network regulation spells out the value of improving all aspects of asset management.

- Put stakeholders at the heart of the decision-making process
- Invest efficiently to ensure continued safe and reliable services
- Innovate to reduce costs for current and future consumers

Outsourcing the communication of asset information can markedly reduce your overheads. Organisations with information systems that can adapt and cope with these demands and the changes taking place in the regulatory environment, will reap the rewards by being more competitive and operationally more robust.

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