

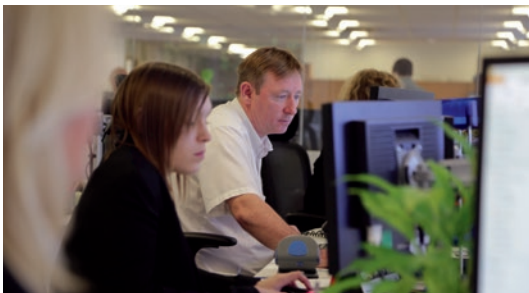


Colas launches integrated Control Room in Portsmouth

In the summer of 2013 Colas opened its all new high-tech Control Room. Using established practices with new technologies, the Control Room is now the hub of highway maintenance activity in Portsmouth.

With 4 large screen monitors strategically placed at the front of the room, the number of defects, street works notices and vehicle movements are in real-time and just a glance away.

The impressive glass-walled room houses three teams – Schedulers, Helpdesk and Network Services – who work collaboratively to maintain the highway network in Portsmouth.



Key benefits:

- Improved recording of locations by the Inspectors (using GIS and GPS)
- Real time recording and reporting
- Improved resource scheduling, including multiple skills/activities
- Improved in-house resource utilisation
- Achievement of supply chain efficiencies by approximately 40%
- Reduction in van usage /mileage by approximately 25%
- Faster turnaround times in repairs
- Before and after photographs for all works
- Improved auditing

In late 2012, Colas identified that improvements were needed to streamline how maintenance works were processed. Following a full review of internal systems and operating processes, handheld technology was introduced and the development of the control facilities quickly followed.

Identifying a solution

The first phase of the project looked at existing processes with a view to developing new processes and aligning them with the implementation of a central Control Room and handheld technology. In February 2013 an independent consulting company was engaged to review the existing processes. These processes were reworked and developed to create a new solution.

Maestro: an innovative software solution

After a review of a number of software solutions, the Maestro system developed by MobileWorks was identified as being able to add the greatest value to Colas. Working collaboratively with the Colas team in Portsmouth, MobileWorks tailored Maestro to fit Colas' requirements.

Maestro has now been installed on handheld tablets which Inspectors and Operatives use. Defects are picked up by the Inspectors and input into the tablet which uses GIS and GPS to pick up the exact location. The tablets are also equipped with cameras so the Inspectors can take photographs of the defect, which provides the Schedulers and Operatives with a full visual overview. All of this information is uploaded automatically to the Schedulers in the Control Room.

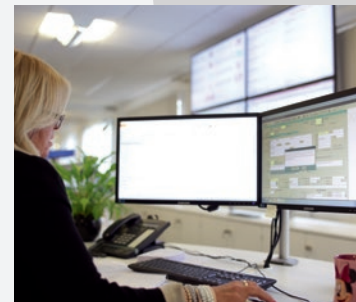
A priority is allocated to the defect by the Inspector so that the Schedulers can plan the maintenance work and send full details to the relevant team of Operatives.

The Control Room is equipped with 4 large screen monitors showing at-a-glance details of the status of defects, number of completed work orders, the number of enquiries logged via the Colas Portsmouth Helpdesk and details of street works notices in place. The Control Room also incorporates a vehicle tracking system (Masternaut) to track the whereabouts of all Colas vehicles and this is also displayed on a map on one of the large monitors in the Control Room.

Features of the Control Room

The Control Room itself is glass-walled and partitioned to make two rooms; one section housing 6 desks and a team of supervisors. The second section houses the Schedulers, Helpdesk and Network Services teams; all of the key players in the smooth running of operations on Portsmouth's highway network.

With 8 desks set out in a theatre style, all of the team can easily see the 4 large screen monitors immediately in front of them. Each of the team also has a dual monitor set up on their desks to allow them to view multiple documents at one time.



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