



# THAMES WATER DIGITISES OPERATIONS

## VIDEO TRANSCRIPT

For Thames Water, this is one of the biggest transformational journeys we've been on and will be for the next 20 years.

By giving our colleagues better tools, they can deliver better outcomes. Fact!

Thames Water looks after 15 million customers across the Thames Water region and the capital city of London. It's a phenomenally old company. It started in the 1600s as a metropolitan waterboard.

Today we serve 27% of the UK's population. We have enough pipes to stretch around the world three times and every day we give or take away up to 7 billion litres of water.

We're here to ensure that we deliver the best quality water to customers and also that we don't pollute our rivers.

And those really are our essential services for life.

The challenge was that we had 13 different systems across our organisation. The contact centre agents actually only had access to two of those.

We were so fragmented; it was so difficult to join up all of that information and ensure that we had visibility across the work that we were doing.

We really wanted to bring those together onto one platform to drive better operational grip and efficiency between the customer master and the field work.

We chose Accenture for this project because of the experience they brought with implementing Salesforce with a number of other utility clients across the UK and we were excited to be able to tap into that opportunity.

We felt that we could come in with Salesforce and provide a solution that would allow them to really sort of modernise the workforce, become more efficient both in the office and out in the field.

The workforce management solution is fully integrated end-to-end.

Doing the job and synchronising that back to the office, that's all one fully seamless, integrated system.

One of the game-changing aspects is the fact that it allows us to communicate effortlessly and proactively with our customers across their journey.

The initial benefits that we've seen from the system is massive reduction in the cost of our IT estate.

It has allowed us to be better at matching our engineer skills to the job that's required for customers. They're far more efficient schedule now, their travel time is reduced, and they can get more jobs in a day.

They can go onto an app, they can take photos, raise customer concerns, pass that back through to our planning and scheduling team who can then close the jobs down at the end of it.



One way we've really engaged the field force is to make sure that we take on their feedback and incorporate that into our regular releases.

They know that they're being listened to, which helps them get behind the system and really buy into using it.

We've deployed to our wastewater business. But we're only really partway through our journey and are now embarking on delivering a solution for our water services business.

Through this transformation, and the benefits, we're gaining, we will be able to pass those back onto our customers.

The purpose is to really digitally transform the way that we work so that we can move into the 21st century and deliver excellent customer experiences.

Thank you, see ya.

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