

# Causeway Connected Highways Maintenance: How Causeway Helped Kier Highways Digitally Transform Its Field Service Operations



Kier Group plc is a leading property, residential, construction and services group which invests in, builds, maintains and renews the places where we work, live and play. We operate across a range of sectors including defence, education, housing, industrials, power, transport and utilities.

[www.kier.co.uk](http://www.kier.co.uk)

Since the beginning of its partnership with Causeway in 2013, Kier Highways has been using Causeway's Connected Highways Maintenance solution to digitally transform its field service operations and connect the entire highways maintenance process.

Through a fully integrated suite of products, Causeway has delivered value into key areas across the business, connecting critical processes and data points within job cost control, business reporting, pre-contract and scheme bidding, job management and scheduling, and asset management systems.

Implemented from a standing start across seven different contracts as the end-to-end operations system, the solution has enabled Kier Highways to streamline key processes, extract richer data for reporting and business intelligence, reduce abortive visits, and improve process compliance.

*"We've doubled in size since we implemented Causeway's solution, and it has demonstrated that it is able to cope with dramatic growth in the business."*

**Joe Incutti, Finance Director**

## The Problems

Kier Highways (then EM Highway Services) reviewed its business systems strategy in 2013 in light of strategic growth requirements and the need to digitally transform the operations across its highways contracts. Following the review, the company found that its bespoke system was not fit for purpose, and that it required a scalable, end-to-end solution.

*"After looking at a number of alternatives, we realised very early in the process that Causeway's solution was going to be a great fit and that we were going to implement the whole solution, from cradle to grave."*

**Joe Incutti, Finance Director**



## The Solution

After the successful implementation of Causeway's solution across seven contracts, the company was acquired by Kier Group in 2015 to become Kier Highways. Consequently, the company needed to consolidate both its strategic highways contracts and the local authority highways contracts it had inherited from the acquisition. This demanded that Kier Highways would be able to:

- Leverage economies of scale with a single solution across all highways contracts
- Reduce the time taken to produce monthly Cost Value Reconciliation (CVR) reports and client-specific reports
- Reduce the costs of inefficient and laborious processes
- Improve transparency and auditability within the business for improved compliance
- Consolidate and ensure consistency in financial reporting

### Causeway Connected Highways Maintenance

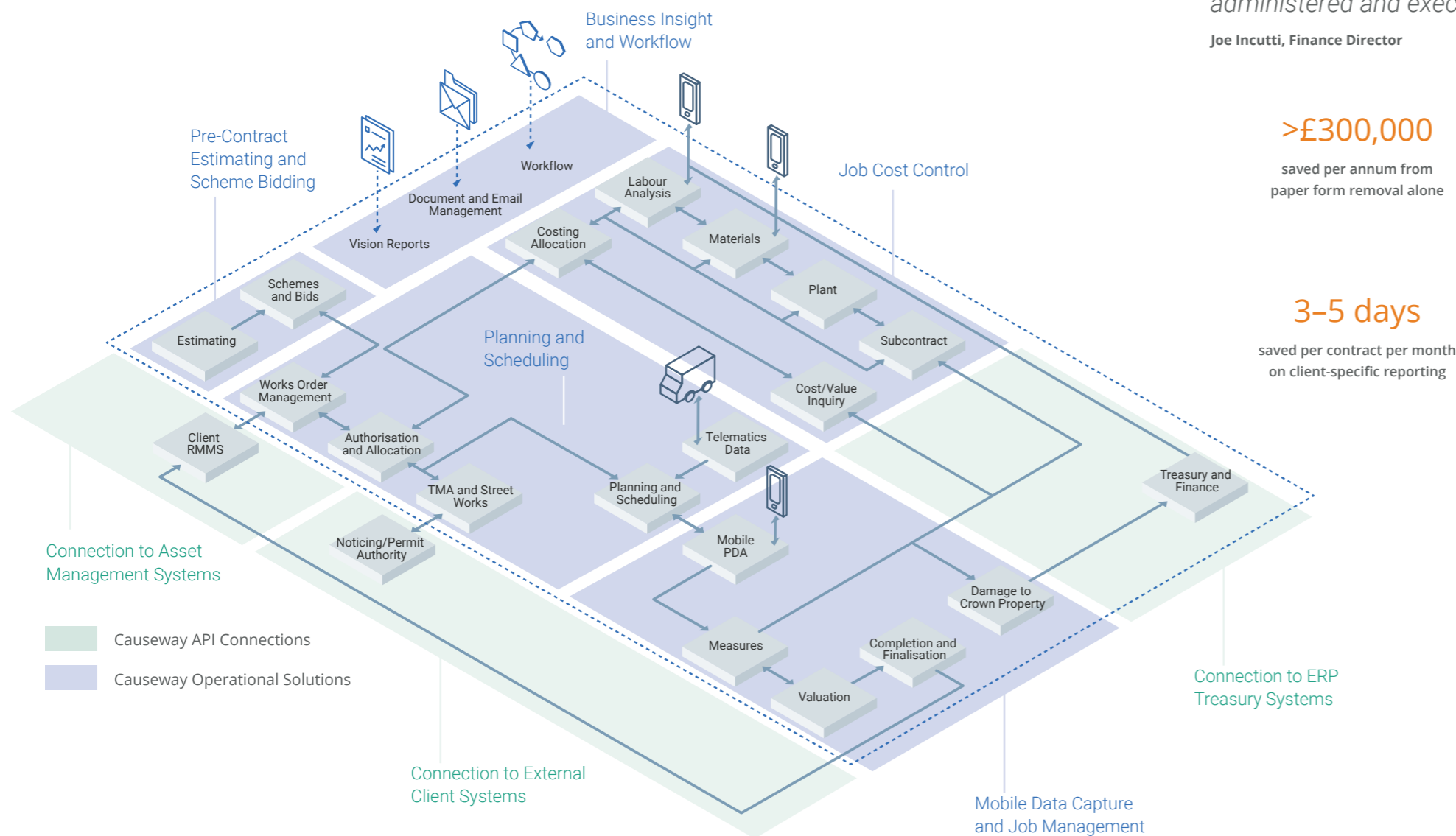
To meet these demands across all of its contracts, Kier Highways implemented Causeway's Connected Highways Maintenance solution, a suite of integrated products that operate across a number of areas including accounting and finance, project costing, commercial management, job management, telematics and billing. This enables a seamless integration with everything from clients' asset management systems, to ERP treasury systems and works order management. The solution connects 8 key operational areas as shown below:

*"From the original implementation through to where we are today, Causeway's solution has touched almost every part of the business and I have nothing but pride about the whole process."*

Jon Saunders, Business Systems Manager

*"Causeway's systems have enabled much greater process compliance, and much greater efficiency in the way these processes are administered and executed."*

Joe Incutti, Finance Director



**>£300,000**  
saved per annum from paper form removal alone

**3-5 days**  
saved per contract per month on client-specific reporting

## Outcomes

### 1. Improved Workforce Productivity

Proactive scheduling capabilities have enabled Kier Highways to anticipate problems, eliminate abortive visits, and optimise the field workforce. Connecting telematics, scheduling systems, and mobile PDAs, Kier Highways now uses advanced planning and skills-based scheduling to ensure that the nearest, most qualified gangs can complete the right job at the right time with the right equipment, consistently meeting their clients' SLAs.

Intelligent scheduling functionality, combined with mapping technology that enables all maintenance jobs to be displayed graphically on a map and colour coded to indicate priority in line with client KPIs, has allowed Kier Highways to manage the mobile workforce more effectively, maximise gangs' time in the field so they can complete more jobs, and minimise disruption to the network.

### 2. Improved Process Compliance

Causeway's electronic workflows ensure that best practice is consistently followed and any information Kier Highways captures is auditable, compliant and always complete. The system automatically issues permit requests to the relevant issuing authority and integrates with mobile apps and handheld devices so that Kier Highways' gangs can access critical information from any location. The company now uses defined workflows when collecting information for DCP / Third Party claims and a tracking tool that enables detailed monitoring of each incident's progress.

### 3. Reduced Costs

Every paper form used was previously costing Kier Highways approximately £13 to process. Causeway has enabled the company to replace almost 2,000 paper forms a month with electronic forms that have been customised to be almost indistinguishable from their paper equivalents. This alone equates to over £300,000 in annual savings.

### 4. Improved Business Insight and Reporting:

Kier Highways can now access insight from historically siloed systems in a single customisable view. This has enabled the company to save approximately 3-5 days of work per month on manual client-specific reporting, which is now completed across all contracts at the click of a button. Causeway has also improved Kier Highway's CVR reporting: by aligning value and cost in the system, Kier Highways can easily review the profitability of each of its work activities.

*"Through its fully integrated suite of products, Causeway's solution has enabled us to connect the entire highways maintenance process and achieve a much richer extraction of data for enhanced reporting and business intelligence."*

Joe Incutti, Finance Director

Causeway Connected Highways Maintenance allows Kier Highways' management teams to consume the right information at the right time in the right format, proving especially useful in areas such as jeopardy management and cost budgets. As a result, the executive team now has near-real time visibility of any overspend and can quickly identify project risk across operations and contracts.

## Speak to a Highways Maintenance Expert



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