

# Customer service and operational effectiveness

Three Valleys Water Plc



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**Hedra, a Mouchel Group company, worked with Three Valleys Water to help significantly improve the services provided to its customers.**

## What was the challenge?

Three Valleys Water Plc (TVW) needed to develop a new strategy and application architecture to solve customer problems more effectively. Managing operational issues effectively is a key feature of delivering effective customer services in the water sector and the 'call to fix' process was the central focus of the work performed by Hedra, a Mouchel Group company.

The end-to-end process from customer contact through operations and into the field needed to be better understood to build a business case for change and to find effective solutions to deliver the expected benefits. Once a strategy was defined and the application architecture agreed, a detailed solution implementation and business transformation plan was required.

## How did Hedra support TVW?

Hedra worked with TVW to develop a clear strategy for the call to fix process, identifying all work streams which drive problems into the field operations. From this strategy a clear set of business needs and functional requirements were developed against which we could assess different application architecture options.

Once TVW had chosen which application architecture best fitted its strategic and functional requirements, Hedra supported TVW in a detailed request for information phase, reviewing a cross section of vendor solutions to assess best fit, deliver detailed costs and evaluating ability to deliver expected benefits into the business. Hedra supported TVW in building the programme plan for solution and business change implementation around a detailed NPV business case.

## What was achieved?

Based on Hedra's work, TVW has selected an application architecture backed up with a detailed business case showing:

- business and functional requirements underpinned by a clear 'call to fix' strategy
- software vendor solution options for delivering the business and functional requirements
- timescales, costs and resource requirements for full and effective solution implementation
- a detailed programme plan for implementation setting out roles, responsibilities and timing for key modules of work.

"The people we have had from Hedra have fully supported us. They bring a diversity of experience and a flexible approach which means we get to the right solutions in the right way for our business."

Jon Pratten, Three Valleys Water