



# Annex F: Development of Customer and Digital IT Systems

# Introduction

Balfour Beatty's in-house expert capabilities encompass a variety of digital services and are applied across the whole lifecycle of projects and contract delivery. Technology deployed includes augmented and virtual reality; Building Information Modelling (BIM); drones; 3D printing; cloud data storage; telematics and data analytics. By developing systems and tools to enable delivery teams to share information and communicate electronically, we enhance the flow of information and interaction with the public and other stakeholders.

To support the successful delivery of the whole highways service, we will leverage our extensive experience in the delivery of complex highways maintenance contracts to support Herefordshire Council to effectively manage engagement, communications and collaboration with communities and stakeholders. We are very aware of the role of highways contractor as an ambassador for Herefordshire Council and propose integrating our systems and processes for a Right First Time approach to delivery and stakeholder management, reducing enquiries and improving perception.

Key elements include:

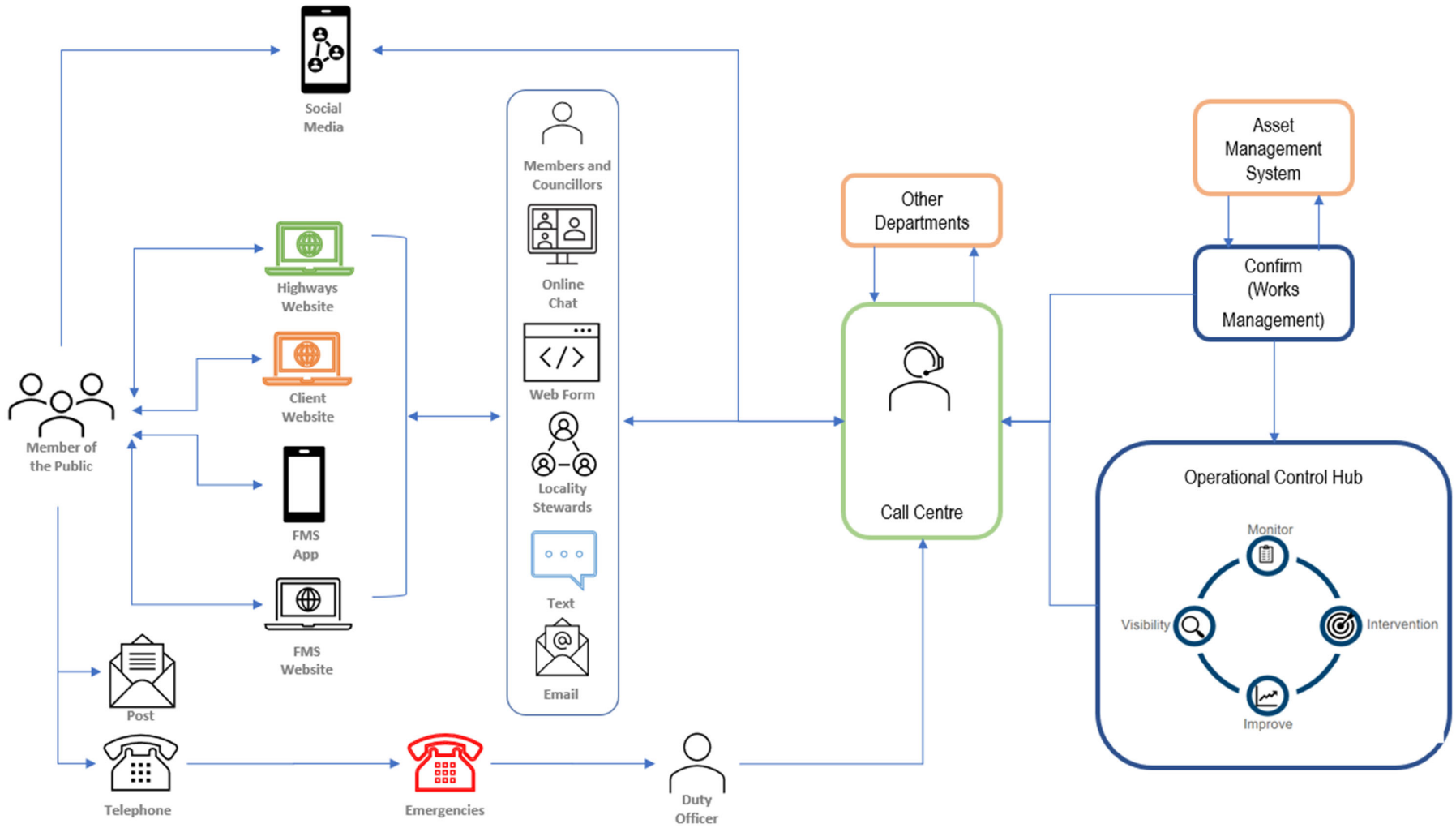
- Continue to work with the existing Herefordshire Council systems and collaborate with the overarching digital pathway for Herefordshire to ensure effective digital integration and communication across departments
- We will develop our solution led technology to enable real time visibility of works information for customers and Members, including the status of works and the progress of enquiries. Continuation of existing systems and implementation of industry standard systems for reporting issues and understanding network activity linked directly to works management activity
  - one.network – live traffic information, roadworks, utilities and diversions
  - FixMyStreet – a map-based platform enabling efficient reporting of network defects
  - News Feed – providing up-to-date information on operations e.g. live route-based gritting schedules during severe weather
- Shared training opportunities, including expectations of behaviours, with remote access to information giving delivery teams confidence in engaging with customers on-site
- Establishment of a physical/digital communications strategy such as supporting letter drops with QR codes on advanced notices that link to detailed information
- Providing animations for the HC website to push information to the public explaining why the highways service delivers the service the way it does for example Asset Management or Winter Maintenance.

An example of the customer journey and the integration of all systems via the Confirm Works management system with real time data monitored via the Operational Control Hub is illustrated in the following diagrams.

Mark Darlow-Joy  
**Contract Director | Balfour Beatty Living Places**

E: [Mark.Darlow-joy@balfourbeatty.com](mailto:Mark.Darlow-joy@balfourbeatty.com)  
T: +44 (0)7752 468707

# Customer Journey Example



# Integrated systems updating in real time example

