

QUADZU CASE STUDIES

COSTAIN CONSTRUCTION PEOPLE TRACKING

THE BRIEF

Costain were receiving a variety of services from suppliers on one of the largest building development projects in the UK (a large railway station in central London).

As the development was constantly changing the Operating Contracts Managers were facing a need to manage budgets accurately in a timely manner, however, they were receiving their financial operating reports many weeks post event.

The railway station was a live building site as well as a live railway station and it was imperative that the general public were guided and safely managed throughout their period of use. Site Marshals were deployed to manage the general public's needs alongside a supervisory level capable of managing any situation and incident. It was also vitally important that the Marshals working remotely were also able to work safely.

The escalating cost and value of this service was difficult to monitor and the client wanted to ensure they were delivering a relevant service at appropriate cost.

THE SOLUTION

High staff turnover meant that Marshals were constantly changing and, combined with the fact that the site had variable mobile phone signal strength and coverage, we decided to deploy our wearable tracking devices which were handed out to all Marshals at the beginning of each shift with a unique reference identification number.

This allowed the client to monitor the exact whereabouts of each individual so that the supervisors could see that each sub-section of the station had the correct manpower and coverage. It also allowed line managers to provide remote worker safety monitoring via the in-built man down and panic alarm services. In addition we could also monitor the whereabouts of supervisors which was critical in the case of incident coverage.

THE OUTCOME

Following the implementation of the solution the client was given the ability to deliver the following elements in real time:-

- directing of Marshals to areas of high customer usage ensuring that all station users received a constant level of support alongside Marshal physical visibility
- monitor safety of remote workers
- identify true cost of total operation on a shift by shift basis and adjust staffing levels accordingly

At the end of the first month of system utilisation the Quadzu Team reviewed all financial information relating to the Marshal role alongside the client. The information that was presented to the client identified:-

- an accurate review of the cost of the service which allowed the client to adjust staffing levels and locations which reduced the cost of service dramatically to the point where the solution had become cost neutral in three weeks— delivering true return on investment
- improved customer service feedback
- reports that were disseminated to line managers in real time via the Quadzu Workforce Management Platform removing the need for costly paper based reporting

