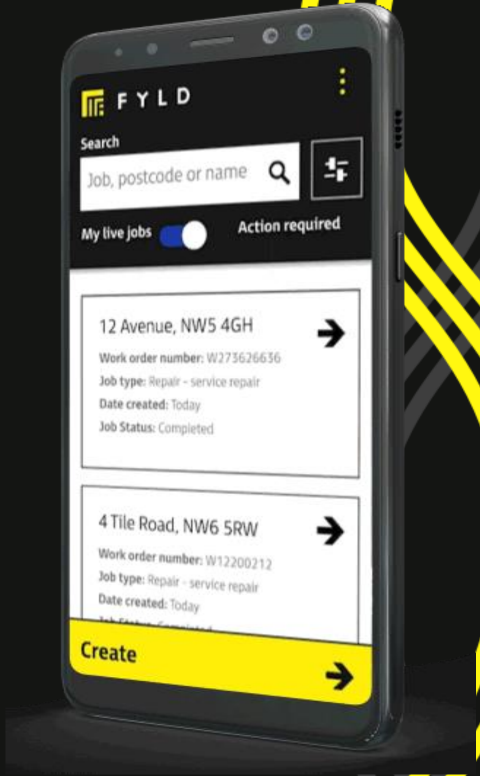
FYLD

UK IT INDUSTRY AWARDS WINNER

WINNER CCA GLOBAL EXCELLENCE AWARDS 2023

THE ENERGY INNOVATION SHOWCASE & AWARDS 2022 WINNER

Managing real-time repairs with AI



YorkshireWater

MGroupServices Water Division

FYLD provides a single platform
Connecting your field workforce

Fieldworkers and managers

Field workers use the mobile device capabilities to assess work through **Language Processing** and **Artificial Intelligence**

Contractor Management

Gain visibility across your supply chain. Drive performance and spot issues early to deliver on time and on budget

Leadership

Track performance trends and gain productivity improvements as you influence and improve your operating standards while maintaining compliance and adherence to procedures

Our Solution | FYLD

FYLD enables safe, productive and sustainable field operations with dispersed workforces operating in dangerous environments.

→ Increasing **availability** through 100% real-time visibility of all fieldwork and AI driven workflows

→ Delivering **speed** with **8% productivity** increases eliminating non-value adding processes

→ Improving **quality** enabling jobs to be done **right, first time** – including real time quality assurance led by data

All whilst delivering safety outcomes through an estimated **20% reduction** in incidents and injuries

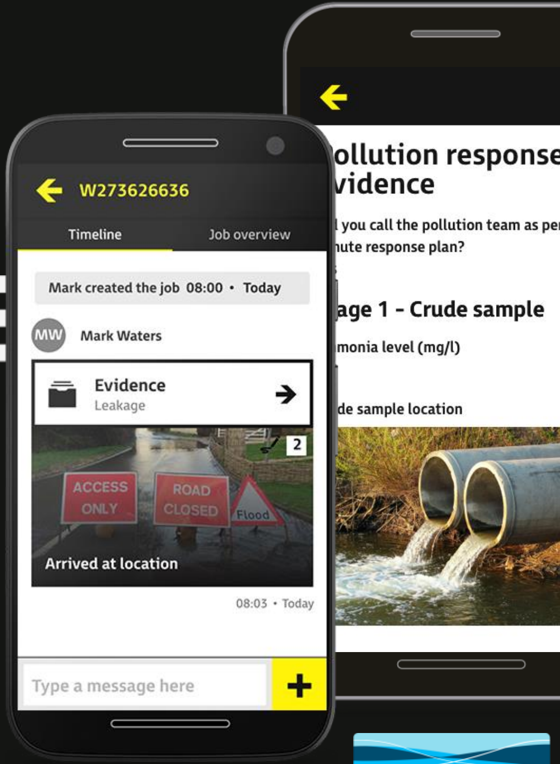
Overview | The leakage problem space

Regulatory Pressure | Growing cost pressure and penalties to drive down leakage at a faster rate

High operational CAPEX Investment | Significant investment to drive down leakage using traditional methods

Information transfer | Clunky handovers between teams with mixed quality information and blind spots for service partner

What if you could approach leakage differently?



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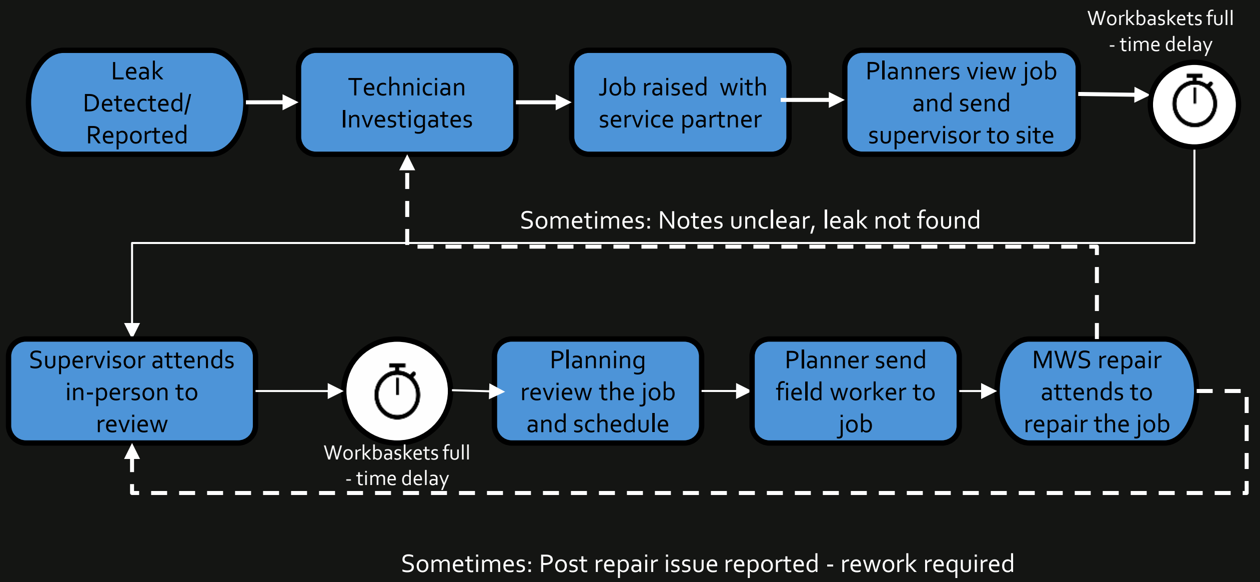
Leakage repairs | What this looks like in reality



Leak Investigation today...

- Static photo capture
- Physical markups on the ground as only way to mark work
- Variation in notes quality left for next phase

Imagine if everyone on the job could view, access and understand job progress in one succinct timeline..

YW Leakage Technician - A day with FYLD

Arrive on site

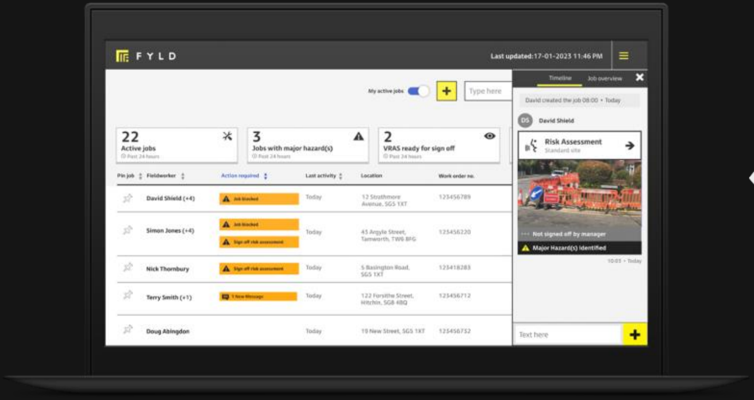
Creates job in FYLD

Performs Video Risk Assessment with FYLD

Raises job for service partner by video at promotion of work

Monitors job progression in work basket

Responds to any on-going repair issues 'dry holes'



Planners have real-time view on promotion of work, allowing them to plan & release work more efficiently

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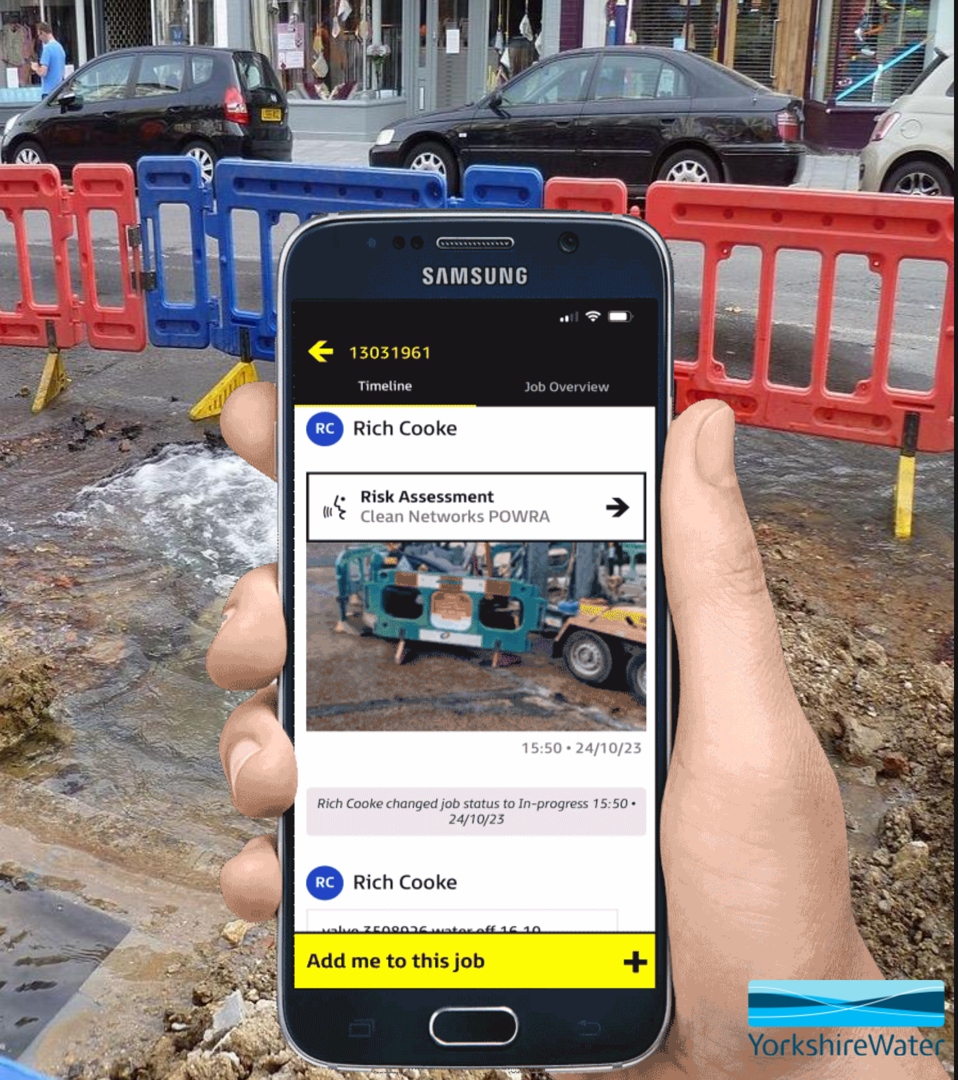


Benefits & User Feedback

The video approach allows all key stakeholders to view a more detailed view of each stage of the job and delivers benefits such as; negating the need for a site visit through their AI technology, video evidence of what repairs have been carried out, messaging functionality between all parties - **Steve Hill (Leakage Manager)**

Centralised System

- One source of truth (service partner)
- Data lead approach (drive insight)
- Embed FYLD within solution architecture

Eliminate non-value adding work

- Out of hours work, Job aborts, Dry Holes
- Job Blockers (RFA's for YW DLO's)
- Efficient triage of work raised by YW customers

7.8
CSAT

Safety

- Change in safety behavior
- Additional hazard spotting with AI
- Share best practices & learnings for SWOF


▼35%
Time saved in leakage jobs
Process redesign
YorkshireWater

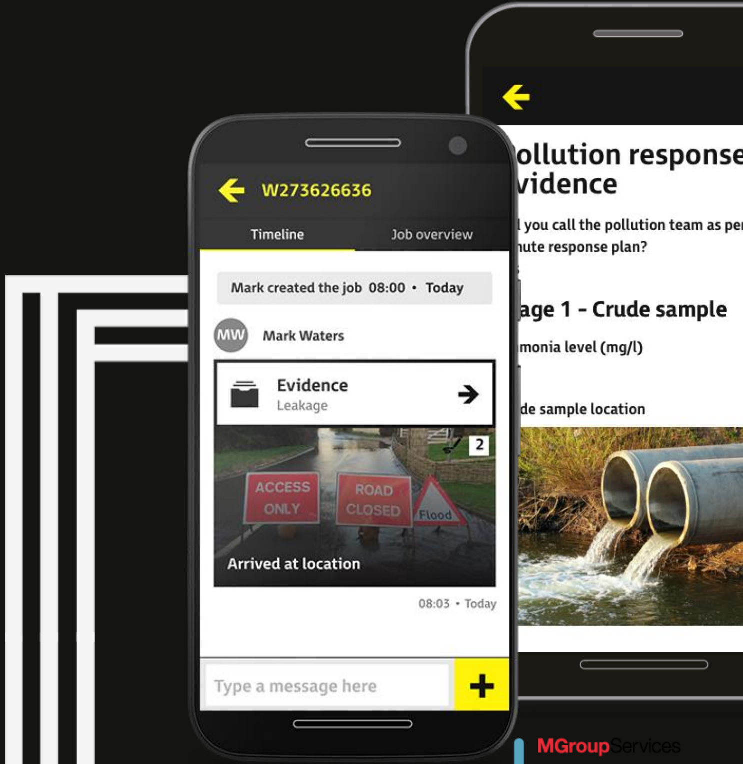
Overview | The Dig & Fix problem space

Fast paced environment | Reactive to issues on the network, difficult allocate resources and deliver first time effectiveness under time constraints

Blind spots from the ground | Lack of visibility, where are the high risk jobs and what can cause delays?

Streetworks compliance & fines | Challenge to drive correct behaviours and lack of evidence to dispute fines

What if you could approach dig & fix differently?



MWS Repair Gangs - A day with FYLD

Arrive on site

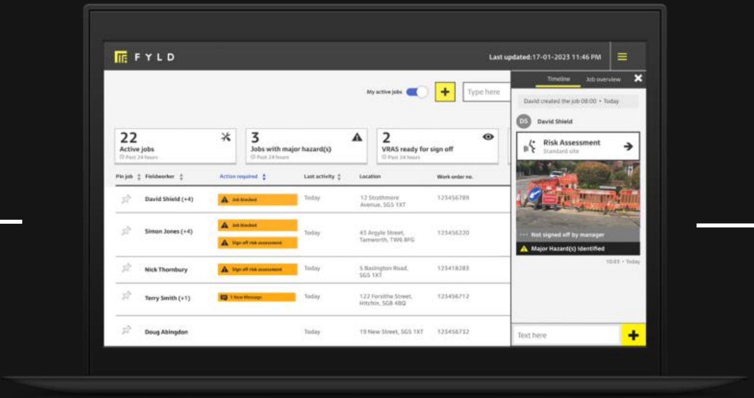
Performs Video Risk Assessment with FYLD

Site Setup & Permit to work

Evidence - Asset on Exposure, Repair

Job Blockers - raise repair issues with YW Hub

Wrap Up - condition of site at end of day



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Benefits & User Feedback

Quality & Resource

- Improved collaboration with client (Planning)
- Improved work quality through job visibility
- Better resource utilisation (supervisor to gang ratio)

Speed

- Reduction in time consuming site visits
- Reduction in job delays (time back on the tools)
- Change from reactive to proactive operations

£

Fines

- Evidence against fines (S74's & MOPS)
- Increased streetworks compliance (manager review)
- Change in behaviours amongst R&M gangs

7/10

CSAT Score

Direct feedback from the teams on the ground


£300k
Saved in fines (last year)
8%
Productivity Uplift
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