

Scottish Water embraces SMART solutions to serve its five million customers

Scottish Water, Dunfermline/UK



SMART Board® interactive whiteboards have quickly become an essential tool at Scottish Water's head office in Dunfermline.

Scottish Water is responsible for delivering clean, safe and high quality drinking water to 2.4 million households and 123,000 business premises across Scotland. Every day, Scottish Water delivers 2.1 million litres of water and takes away nearly 1 billion litres of waste water. Scottish Water is the only publicly-owned water utility in Great Britain and the fourth largest water services provider in the UK, with 3,700 employees and a turnover of over £1 billion. Since 2006, Scottish Water has invested £2.4 billion in modernising its infrastructure, including information technology. SMART solutions are playing a key part in helping Scottish Water to deliver a world class service to its customers.

The Challenge

Scottish Water faces a huge logistical challenge as the sole provider of water services to an area of 30,000 square miles, covering a third of Great Britain. From its head office in Dunfermline, Scottish Water co-ordinates the delivery of its services and the maintenance of its network, which includes 29,000 miles of water pipes, 31,000 miles of sewers, over 2,100 treatment works and field teams dispersed across the country. The Dunfermline head office is home to Scottish Water's key business planning and co-ordinating functions that work on the delivery of its business strategy; investing in infrastructure, continual improvement of standards for this vital public service and ensuring value for money for the Scottish public. Driving up performance levels, creating the right inspirational environment, finding efficiencies and enabling better, faster decision-making is critical to delivering this. However, the tools available for its head office teams to plan, collaborate and work together were limited to flipcharts, conventional whiteboards and projectors. Scottish Water realised that technology had a big role to play, as Mark Grieve, Facilities Management Coordinator, explains: "We're publicly owned and we have to be very careful with what we're doing with public

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Solution

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Result

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money. It's also very important to us that we are utilising the best technology that we can in order to improve the way that we work in terms of productivity, as well as creating cost efficiencies."

The Solution

Scottish Water decided to install four SMART Board® interactive whiteboards at its head office in Dunfermline, one in each of its meeting rooms. Each room was refurbished and equipped with a SMART Board unit and hub. With these tools, Scottish Water's teams can use touchscreen commands, write in digital ink over any application, make notes that are recorded as they go, annotate images and amend wording in real time, generate and integrate data and instantly capture the flow of ideas. The whole collaborative process for Scottish Water's key decision-makers is faster, more engaging and more productive as a result. At the end of a meeting, presentation or brainstorm, the results can be instantly distributed to all participants, saving someone the unwelcome task of typing up meeting notes. This ensures a faster, more accurate and complete record and makes a big difference in maintaining project momentum.

Scottish Water's SMART Boards are being put to great use every day by all of the head office departments, including the senior management, finance and IT teams. Part of the reason for their popularity, explains Mark, is their ease of use. "The SMART Boards are being used at the heart of our business and our staff have taken to them like ducks to water. It has created an inspirational environment, acting as a catalyst for better collaboration as well as a platform for idea generation. Critically, it is very simple equipment that is easy to operate and can be used by anyone." Scottish Water also benefited from training sessions to help their staff to feel comfortable with the technology and understand its potential. Mark explains: "Steljes, SMART's UK distributor, did a course of training with our staff, which was fantastic and they are now getting confident and enjoying using the boards. They are now an integral part of the way we work."

The Result

SMART's technology is not only popular, but is also proving to be very beneficial in terms of business outcomes at Scottish Water. Mark says: "The SMART Boards have had a hugely positive impact on the quality of the collaborative experience, the creativity, idea generation and speed and unanimity of decision making." The impact is being felt not only in improved working practices and business decisions, but also in Scottish Water's bottom line. Mark explains that cost savings that are expected to accrue as a result of Scottish Water's investment in new technology: "There's been fantastic feedback from our teams and we know that there have been savings from using the SMART Boards already. Whether it's the SMART Boards or the SMART Bridgit conferencing software, Scottish Water's innovation team has identified where we can make huge savings in respect of getting the work done quicker here, not having people travel to meetings and so on. This is going to be a significant step in cutting costs, as well as our environmental impact."

The Future

Scottish Water's transformative programme of infrastructure, facilities and IT investment has helped it to become one of the very best businesses in Scotland, hitting record levels of customer service, water quality and environmental sustainability, whilst keeping bills low. SMART has played an important role in that process and Mark is confident that there are further benefits to come when the technology is introduced to Scottish Water's other main offices, allowing for real-time virtual collaboration across the office network: "The SMART Board technology will be rolled out to Scottish Water's main offices, all of which will benefit from this technology. This is a huge priority for us. Everyone at Scottish Water is trying to identify where we can make future savings and be more efficient. In this respect, SMART has been an absolute boon to us so far and will prove to be that for many years to come."



Collaboration solutions from SMART are playing a key role in helping Scottish Water to deliver a world-class service to its five million customers.

"Innovation is a priority for us and we are increasingly exploring new technologies and identifying creative ways of working to deliver future value and further increase our efficiency."

Ronnie Mercer,
Chair, Scottish Water

About SMART

SMART Technologies is a leading provider of collaboration solutions that transform the way the world works and learns. We believe that collaboration and interaction should be easy. As the global leader in interactive whiteboards, we bring more than two decades of collaboration research and development to a broad range of easy-to-use, integrated solutions that free people from their desks and computer screens, so collaborating and learning with digital resources are more natural.

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