



## CLIENT EXPERIENCE

# TCS helps United Utilities transform its asset management capabilities

Customer



Industry

**Energy, Resources  
& Utilities**

Offering

**Control System  
Integration services**

United Utilities is a FTSE-100 company with an annual turnover of over £2 billion, employing 9,000 people and providing utility services to over 20 million people in the UK and worldwide.

It operates water, waste water, electricity and gas networks in the UK and is investing £2.9 billion between 2005–2010 to improve utility infrastructure and the environment in the North West of England.

United Utilities has awarded its AX4 Systems Integration framework agreement to Tata Consultancy Services (TCS). TCS has been working with United Utilities since July 2002 on AMP3 which was the precursor to AX4. The framework involves working on the majority of United Utilities' 600 water and waste water treatment works under tight deadlines and monitored against stiff regulatory requirements. As the systems integrator TCS has created standard design and uniform implementation approach covering documentation and control techniques resulting in a standardised look and feel that is easier to use and maintain, for engineers who work on these 600 water and waste water treatment works.



**TATA CONSULTANCY SERVICES**

Experience certainty. IT Services  
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## **Business Situation**

### ***Effective asset management and meeting regulatory guidelines***

United Utilities Asset Management Programme (AMP) is one of the largest and most complex programmes currently being undertaken by any water and waste water company in England and Wales. The programme is approved and monitored by industry regulator OFWAT, which has defined stringent best practice guidelines and requirements for Asset Management Programmes. The programme requires the coordination of dozens of different deliverables from multiple vendors across hundreds of sites. The company works with numerous design and build contractors and engineering service providers, and must also liaise with all of the various operational equipment suppliers.

More than 600 company sites are spread across a large area in north-west England, and use a variety of equipment from more than forty vendors. With numerous different interfaces involved, it was difficult for United Utilities engineers to work efficiently across all their sites and to ensure that consistent standards and controls were applied.

United Utilities wanted to engage a Control System Integration framework partner to create a standardised and optimised implementation approach. The ideal partner would combine rigorous project planning, good management skills, and varying resource capacity with broad and deep technical knowledge.

## **TCS Solution**

### ***Confidence in TCS capabilities***

United Utilities awarded the Control System Integration framework for its asset management programme – known as the AX4 Systems Integration framework – to TCS. The contract will run until 2010 and will leverage the TCS Global Network Delivery Model™ – combining on-site and off-shore teams. The work carried out by TCS covers the design, development and implementation of control systems to meet the requirements of delivery of the programme approved by OFWAT and being monitored by OFWAT, DWI (Drinking Water Inspectorate) and Environment Agencies. TCS' solution will help the company to achieve benefits such as higher re-use of assets due to standardisation, structured documentation, creation of a knowledge base (IP) for future implementations, and offshoring (currently up to 60% of the total project effort being is being executed offshore).

“ We were impressed with the quality of work from TCS in a previous engagement, and we were confident that they had the engineering skills and capacity to successfully support the AX4 programme. ”

**- David Ogden**

Chief EICA Engineer, United Utilities.

### ***On-site/off-shore methodology***

The award of AMP3 to TCS was the first ever offshore-centric control system integration programme for the company. TCS formulated the strategy for delivery and executed the projects with a single-point



“ We have been very pleased with the services provided by TCS to date, and are delighted to continue our partnership into the future. With the well-established processes for quality assurance and continuous improvement that TCS has put in place, we are confident that service levels will rise even further as our relationship develops. ”

- **David Ogden**

Chief EICA Engineer, United Utilities.

“ TCS has become a trusted partner for our organisation, providing United Utilities with a very professional and customer-focused service – and delivering complex projects to a high standard under intense time pressures. ”

- **Lorraine Morton**

Category Manager, United Utilities.

### **About Tata Consultancy Services**

Tata Consultancy Services Limited is an IT services, business solutions, and outsourcing organization that delivers real results to global businesses, ensuring a level of certainty no other firm can match. TCS offers a consulting-led, integrated portfolio of IT and IT-enabled services delivered through its unique Global Network Delivery Model™, recognized as the benchmark of excellence in software development.

A part of the Tata Group, India's largest industrial conglomerate, TCS has over 100,000 of the world's best trained IT consultants in 50 countries. The company generated consolidated revenues of US \$5.7 billion for fiscal year ended 31 March 2008 and is listed on the National Stock Exchange and Bombay Stock Exchange in India.

For more information, visit us at [www.tcs.com](http://www.tcs.com).

### **Contact**

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