



Case Study: Gas Supply Improvements in Partnership with the National Grid

Background

In 2008, the Enterprise gas team won a new contract with National Grid in the Midlands. The contract could potentially last for 10 years with a turnover from April 2009 of £50m.

The National Grid area runs from North to South, Barnsley to Northampton and East to West, Skegness to Bakewell.

Initial Situation

The National Grid requires a utility support company to provide new connections across the network and to replace a significant amount of its ageing metallic mains systems.

The network also needs to be diverted when called upon, to make way for new developments and capital road projects.

Key Customer Requirements

Enterprise works in close partnership with its customers to ensure all their requirements are met. The conditions of this contract meant that the project team had to mobilise 250 new and existing staff in a record 29 days.

Given the nature of the project, a customer focused approach was necessary to ensure disruption was kept to a minimum.

The project needed to deliver best value to those involved and present a professional and efficient service, which met the requirements of both National Grid and the local community.

Our Response

Within the window of 29 days, challenges included setting up a modern planning office in Kingswinford and three strategically placed new depots. The team organised the new plant and installed IT infrastructures at all the new sites.

The opening date was a success with everything going to plan. The new plant and machinery was all rolled out and the contract began smoothly.

The new Rotherham office, also set up by Enterprise, will be the central point for the UK gas contract. It will principally hold the commercial, finance, procurement and planning teams.

WorkManager, our bespoke operating system, is driving efficiencies and best practice forward from the start of the contract. It provides a transparent and auditable interface for National Grid and our teams to monitor and control the work.

Throughout the Enterprise Group, the health and safety of our employees and the public are of paramount importance. To ensure that we maintain our high standards and excellent reputation we implement thorough and frequent training programmes.

This focus on safety has helped to reduce incidents on the Fulcrum Connections contract by 30%. The measures used here are being implemented on the National Grid contract.

Achievements

The high volumes of staff needed were successfully employed thanks to our detailed planning and determination. This meant the new contract began on schedule.

Enterprise has delivered a professional and efficient team through a well managed and integrated service.

Summary

Over the next 12 months Enterprise will continue to work in close partnership with National Grid to demonstrate efficiency and best value. Through the provision of a unique operating system, Enterprise are confident they will achieve this.

We look forward to extending this contract for its maximum term by earning respect and producing effective results.

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