



FYLD & Morrison Water Services providing real-time site visibility

The challenge

Morrison Water Services (MWS) provide vital repair work to keep the country's water safe and flowing. Like many organisations, MWS had used a paper-based system for point of work risk assessments which would take around 20 minutes to complete, these forms are typically only referred to should an incident occur.

Following a review of FYLD's visual risk assessment and front-line data capture, MWS were able to see how FYLD could complement their present safety culture, identifying the following opportunities:

- Elevation of risk assessment capabilities and therefore reduction of incidents.
- The ability to coach remotely on street works compliance.
- The ability to collaborate and suggest additional hazards within the risk assessment.
- The ability to notify the next team due on site of all the hazards.
- The capability to share videos with their clients and customers to prove no defects.

FYLD's impact

MWS started with a trial of 40 users, which quickly expanded across eight different contracts, serving water companies across the UK. Key benefits that were realised by MWS included:

- 15 minutes saved per risk assessment, putting time directly back on the tools.
- 100% of sites to be reviewed remotely in real time, due to remote site visibility.
- Proactive productivity or safety interventions on over 30% of jobs, preventing job delays or incidents.
- Seamless job handovers preventing misinformation leading to aborted jobs.
- Reduction in customer complaints and fines from front-line data capture.
- Real-time insight into hazardous jobs for expert review from high-risk notifications system.

Proven impacts



Real-time visibility

- Over 60% of sites were reviewed by Supervisors.
- 30% of reviewed sites has proactive safety or productivity interventions to reduce job delays and incidents.



Increased productivity

- Over 6,000 Manager hours saved from remote, smarter supervision.
- Over 2,600 fieldworker hours saved from time-efficient risk assessments.



Safer operations

- Improvement in safety compliance and risk assessment quality.

Estimated deployment benefits for 1 year: £1.5m+ across 450 workers on eight contracts.



FYLD allows 100% of our sites to be viewed every single day, including the confirmation that safety critical checks have been completed. It has prevented customer complaints by demonstrating site standards through video evidence."

Andrew Pinkham
Regional Head of SHEQ

6,000

Manager hours saved

2,600

fieldworker hours saved

£1M

total productivity savings



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