Demand Management, Asset Management
& Compliance Control **in one**

issue
control ™

IssueControl plugs a Vital gap in asset management!

Reference Study
Vital Power UK Utilities
Support Services

Solution
Asset Management from the
IssueControl Product Set

The Result
Improved control of Free Issue
Assets, accountability and
significant bottom line benefits

The Benefits

- Web based solution
- No need to buy or implement
  expensive new software or
  hardware
- Utilises proven and available
  technology
- Utilises data sources already
  held by the organisation
- Delivers standard,
  understandable reports

Vital Power is an independent electrical
engineering management and construction
company, providing a range of services to
the power engineering, transmission and
distribution market, throughout the UK and
overseas.

Metering represents a core part of Vital
Power's business, with UK-wide contracts
to provide services to distribution
companies. Vital Power's reputation relies
on providing an efficient and timely service
that delivers value for money and technical
excellence.

Quality standards are monitored
rigorously, ensuring that the best service
possible is delivered to its clients, which
include impressive names such as
Siemens and United Utilities.

**With a client list that includes industry
leading companies, its own extensive
network of offices and a large workforce,
Vital Power spotted a potential weakness
in its operations. It could not track what
assets or equipment were being issued
to its staff or how often. That is when
IssueControl was invited to plug the
gap...the result - significant bottom-line
benefits**

With a large mobile workforce across
multi-locations, all being issued with
meters to fit, as well as all needing various
items of personal protective equipment
(PPE), tools and electrical test equipment,
the company recognised the need to
streamline and improve the management
of this process.

Phil O'Connor from Vital Power said:
"**We appreciated that we needed to look at
improving the control process to manage
these costly items. At the time we were
reliant on a paper process to be
completed, if equipment was lost it was**

difficult to track it. This has a cost
implication for us as a company and so we
needed a process to increase our control."

" **We did not want to
introduce a complicated
system that would add
extra tasks into the stock
manager's job**"

Phil O'Connor, Vital Power

In assessing various systems, O'Connor
said: "The main issue with the majority of
the systems we looked at was that they
were complicated and would have been
difficult to fit in with our business. They all
demanded that we conform to them.
Change is a big issue for companies and
we did not want to introduce a complicated
system that would add extra tasks into the
stock manager's job. Many systems also
needed extra add-ons that we would have
to purchase. IssueControl was the only
truly user-friendly solution we saw."

issue
control ™
Asset Management

IssueControl –
Asset Management System

IssueControl is a web-based application designed to capture issue level information. Initially created as a demand management system to track a business's non-production items, IssueControl can manage processes to track key assets after the point of issue from the stock room. It achieves this by recognising that what is important is not the fact that a company has purchased a certain amount of material or equipment but what happens to that asset from the point of issue.

Richard Prossor, the entrepreneur who masterminded the system explains: **"The key concept behind this venture is providing accountability of free issue items. This system enables companies to build up a picture and manage the items that are issued. Items may be free issue but that does not mean they are free to the company."**

For Vital Power, the true value of IssueControl has been as an asset management system to track the whereabouts of utility meters once they have been issued to the installation teams Each meter is now issued to an individual employee and then tracked through the process, even recording the address of the household where it has been installed. O'Connor adds: **"Over the last six months over 13,000 meters have been issued and tracked through IssueControl, clearly showing how vital controlling this process is for us. This is so important for our clients. These are expensive items and we are now able to demonstrate the measures we have in place to ensure minimal stock loss and provide a comprehensive, easy to produce reporting system."**

IssueControl is also used to manage and track the issue of non-production items. In general, the management of non-production items within an organisation is largely a financial or accounting issue.

When stocks begin to run low, more product is ordered and then issued. The financial department simply deals with the invoice. O'Connor and his team realised that a different question had to be asked. Not 'How much does the product cost?' but 'How many do we really need?'

Richard continues: **"To demonstrate how this product works I use the example of the annual use of 36,000 pairs of safety eyewear at around £4 per pair by a company with 6,000 employees – a third of who are not in a production environment. With no information gathered on issue of the products we don't know who used the products, if everyone had been provided with protection, if the product had been inappropriately specified or if the supply represented value?"**

"The presumption from this example is that there is substantial waste. The immediate reaction is to put pressure on the supplier to reduce the price of the items or to substitute them with cheaper alternatives. But this may be the wrong route; if data was available waste could be reduced and there may even be the selection of a more expensive but greater value product. The immediate reaction is driven by what can be done, not what is correct.... and this is because issue level information is not available. We believe the problem here is one of waste and not one of product price or substitution availability. IssueControl directly addresses these issues and we believe can deliver a reduction of at least 25% in usage."

> **" Organisations issue, receive back and re-issue a whole range of assets from hand tools to company cars. But all to often there is a lack of available and visible information about their status"**
>
> **Richard Prossor,** IssueControl

The process is the same for the demand management application as with the asset management. When someone is issued with what he needs for his job (safety boots, spectacles and tools) each item is logged in IssueControl and then tracked against that employee.

Dave Appleton, Stock Manager for Vital Power, explains: **"The real advantage of IssueControl is its simplicity. It works off a barcode system, which most companies already have in place in some form. When an employee comes to the stock room for an item, the stock room manager simply scans his barcode card into the system and then scans the item. The system logs that item with the employee and the item can then be tracked."**

It is at this point that any anomalies will be thrown up at Vital Power. Any utility meters that fail to make an appearance in a household can be tracked back to an individual employee and then accounted for.

Demand Management, Asset Management
& Compliance Control **in one**

Encouraging this feedback from employees means that substandard materials can be identified, if they are not lasting as long as they should and can be re-specified or resourced. The tracking system will also show when an item needs to be recalled for essential maintenance work. This may be a legal requirement and so being able to document this and have an efficient process in place is critical.

O'Connor adds: **"Feedback from the stock managers has been incredible. It is very rare that you hear of a new technology or system being implemented into a company without a complicated change process, including high levels of resistance. The experience of introducing IssueControl has been the opposite. It has been very well received. Quite simply, the user-friendly system saves time and enables the managers to gain control of the free-issue items. The reaction of the stock room managers has been unanimous in its praise."**

Feedback from the board has been equally encouraging as O'Connor concludes: **"When we are tendering for a new contract we are able to demonstrate that having IssueControl sets us apart from the competition. We are not just paying lip service to managing our assets, we really can show how we prevent loss and therefore control our costs."**

IssueControl is now a permanent feature at Vital Power and is proving to be a huge success.

" Our Stock Manager's reaction has been incredible. IssueControl is quite simply the most user friendly system to operate"
Phil O'Connor, Vital Power

For more information about the IssueControl product set click **www.issuecontrol.co.uk** or e-mail **richard.prossor@issuecontrol.co.uk**

IssueControl Limited
14 Dryden Street, Liverpool L5 5HD
United Kingdom
Telephone **+44(0)151 207 1832**

IssueControl is a registered trade mark