BT Ireland & Speer IT: providing a more efficient excavation process together

In the Netherlands, the registration of various types of networks is well-organised in the Land Registry, thanks to extensive automation and efficient collaboration with service providers, such as Speer IT and its CoconTheWeb registration system.

The service provider handles all messages about excavation work from and to the network administrators. This closed and fully automated system ensures that the risk of incidents, such as broken cables due to excavation work, is kept to a minimum. This efficient work method also ensures that all parties involved always have information about the most current situation. This is helpful, for example, when there are disruptions, to identify the location in question, so that a targeted solution can be found.

Other working methods abroad

Outside of the Netherlands, the provision of information around excavation work is sometimes not as automated and is organised differently; for example in Ireland. There, a contractor is expected to write to the various network administrators – by letter, email or fax – to ask if they have a network in a particular location. Every network administrator then has to check whet-her this is the case. If there is a network component in the location, a message that includes relevant diagrams then has to

be sent to the contractor, including the accompanying diagrams.

BT Ireland saves time and resources

Operator and network administrator BT Ireland has found a solution to make the provision of information around excavation work more efficient. It uses the online CoconTheWeb registration system and the module 'Cable Information Control System (Klicon) of Speer IT for this. This allows the network administrator to fully automate the manual information transfer.

The new working method saves time and resources:

- The 'groundwork' contractor is given (limited) access to CoconTheWeb by BT Ireland. There, he sees a geographical map where he can zoom in to street level. He can then indicate on the map where he wants to dig. BT Ireland will then be automatically notified of this.

- The Klicon module analyses the incoming message and informs the contactor if there is a network component in the area in question, by automated email. If there is indeed a component of the BT Ireland network there, the accompanying digital diagrams of the area will also be included in the email.

Help during disruptions

Another important advantage of this working method for BT Ireland is the fact that all messages about intended excavation works are automatically saved in Cocon-TheWeb. If there is a disruption, despite everything, BT Ireland can quickly find out if there is a contractor that wanted to work in the affected area. This makes it easier to establish if the cause of the problem was there.

'CoconTheWeb has revolutionised our response to service information requests, the automation process provides us with the assurance of knowing that all service information can be easily accessed with exciting response times which has impressively reduced the service request demands on our GIS team'

Kevin Foley
GIS Technology Specialist BT Ireland

Klicon

Speer IT