

Case Study

Downer

RXP assisted Downer with the deployment, management and continual improvement of their Workforce Management System.



Client

Downer, Sydney

Challenge

Our RXP Optimise team had delivered a Workforce Management and Field Services solution to Downer, that has seen a marked improvement to their operating KPI's.

The new system has been widely supported and adopted by Downer however their internal staff were faced with a resource challenge to support the application, roll out continual improvements, and ensure that this mission critical piece of infrastructure is always available.

Ongoing Delivery Services

Upgrades to the system, defect fixes, and enhancement requests were all managed using a small, focused team that used our Agile delivery methodology to roll out changes.

Support Services

Our support services ensured that all requests and incidents were appropriately triaged and prioritised in order to be properly managed. In addition, we continue to provide proactive maintenance and support, ensuring that issues are dealt with before they impact Downer's front line staff and their ability to work effectively.

Outcome

The support services provided by RXP Operate have ensured that Downer's workforce management system is a solution they can rely upon. The system continues to provide key benefits to Downer including:

- Reduced administration head count by 38%
- Reduced NCR's and Defects by over 40%
- Increased RFT by 14% (Right First Time)
- Reduced construction time by an average of 8%
- Replaced four databases with one system
- Improved visibility on work status moving the content of daily process meeting from reactive to proactive
- Removed all manual invoice reconciliations
- Reduced revenue leakage

Our Work

RXP Operate worked closely with RXP Optimise to deploy the releases of the workforce project and stood up the infrastructure to support it.

RXP Operate provided Downer with three services to enhance the internal support team's continued implementation:

Strategic Support

We provided a clear roadmap for deployment and guidance on system architecture all centred on best practice. We worked closely with Downer to leverage ongoing solution improvements.