

# Case Study

## Downer

RXP assisted Downer to streamline their workforce management, helping ensure that the right people are on the right job, with minimal overhead and administration costs.



### Client

Downer, Sydney

### Challenge

Due to the complexity of managing a programme of work that is heavily reliant on a field based, contractor workforce, Downer found themselves facing a high degree of manual processes and difficulty in scaling to match the increased work volumes.

They needed a system that would enable them to optimise their field workforce, reduce operating costs, and improve integration between systems.

We proposed building an Integrated SaaS based solution supporting the end-to-end value chain that would streamline workforce management through self registration and management processes.

Our team facilitated delivery of 3 key streams of work (Workforce Management, Work management for SDU and MIMA contracts). We worked closely with Downer to map consistent business processes married tightly to our technology solution. In addition, our team developed a state of the art mobility solution for the work management for their mobile workforce

### Outcome

The solution delivered has seen a marked improvement in Downer's operating KPI's 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

Our vision was to build a best of breed, process based technology solution to support processes, create visibility and insight, and drive ongoing improvement.

### Contact

RXP Services Limited

Address: Level 15, 31 Queen Street  
Melbourne, Australia 3000

Phone: +61(3) 8630 5800

Email: [info@rxpservices.com](mailto:info@rxpservices.com)