

Roads & Street Light Fault Reporting

Phase 1

Integration of Customer Service adviser form (Lighting) with WDM Road Management System



More than **3 minutes** saved per interaction

£2,406 annual saving

Customers receive automatic updates on the status of the repair



Removal of the need for Lighting staff to re-enter information

Increase the % of Lighting forms completed online to 40%

Phase 2

An additional **3 minutes** saved per interaction



Phase 3

Integration of online self-service forms for Roads & Lighting with WDM Road Management System

Customers receive automatic updates on the status of the repair



Removal of the need for Lighting and Business Support staff to re-enter information

£583 annual saving

Simpler form and increased customer and staff satisfaction

