



## CASE STUDY

### CCTV

Fife Council engaged our specialist CCTV Inspection Survey services to inspect and assess their pipes before we began maintenance works. The client wanted information on the efficiency of their system and we provided this using our innovative and specially designed IT technology. After listening to customer feedback, we developed an online system that allowed CCTV data to be accessed from an online portal which could be accessed from any device or location.



## Fife Council

CCTV Survey Works

**Value: varies  
per annum**

**December 2013- present**

**Location: Fife**

### KEY LEARNING POINTS & SUCCESSES:

- Use of innovative IT technology
- All data uploaded to client within 24 hours

## Scope of Services

We were required by Fife Council to undertake a CCTV survey to inspect and assess pipes before the desilting process. We also provided relevant data to confirm operational efficiency of gas system via our innovative use of IT technology.

## Key Features

We identified that burning CCTV data onto DVD was unreliable for clients and discs could be mislaid or lost leading to costly ill-timed delays on works. In response, we developed an online portal to upload all data in a 24-hour timeframe, if required. By giving clients secure log in details, they were enabled to access safely stored footage from any device, location and at any time.

Using innovative IT technology, we developed a specially designed online portal service to upload all CCTV data and documentation too.

Demonstrating our commitment to delivering added value to our clients, we make it a requirement to have all data uploaded within a 24-hour timeframe.

In addition this facility can easily be managed to allow for multiple user access. Simply by creating new online accounts and emailing directly to other interested parties. Security and confidentiality can be maintained on other projects but allowing multiple viewings by all relevant personnel required to make a decision on any particular job.

At Fife council there were 3<sup>rd</sup> parties who would benefit from viewing results and were required to undertake any remediation works. Time is the greatest cost saver in this process.



Clients with Project Management or Operation/Facility Management roles often benefit greatly from the portal, gaining access to CCTV survey results same day, ensuring decisions for remedial works can be taken efficiently and effectively, reducing impact on time and cost.

Many of our customers/users work flexible hours, some are office based while others remote – the portal negates the need for agreeing locations and addresses, and saves time for postage.

Our online CCTV portal was developed as a target for ISO 14001 and in an effort to innovate and add value to our clients following the setting of environmental targets.

*“We have found in the past that CCTV footage copied onto DVD’s etc, have been lost or mislaid causing us ill-afforded delays to e.g. vital leachate collection points and gas field maintenance programmes. Having accessed your website allows easy and more importantly, secure access to CCTV footage and corresponding written reports. This has proved invaluable to us, both in terms of time and financial implications.”*

*John White, Waste Management Officer, Resource Efficient Solutions LLP*

