

Water, Building Maintenance and Above Ground Minor Works Contract
and M&E First Response Managed Service Support Contract NI

Ensuring no half measures in NI Water double

£2m p.a

/ Contract value

September 2015

/ The contract commenced

March 2018

/ The contract was completed

As part of two separate contracts, we support NI Water (NIW) in supplying 560 million litres of clean water a day and in treating 320 million litres of wastewater daily. Through the provision of industry-leading M&E First Response Services, we effectively close out over 24,500 Planned Maintenance Tasks and approximately 7000 Reactive Maintenance Tasks per annum. Meanwhile, our Building Maintenance and Above Ground Minor Works contract covers Northern Ireland's South East region and incorporates the management and self-delivery of a wide range of FM, engineering and 'one off' projects.

The Brief

NIW requires us to provide planned and reactive maintenance services to mechanical, electrical and ICA assets across its expansive estate, comprising some 5380 properties of varied nature, operation and criticality. Our delivery of Building Maintenance and Above Ground Minor Works extends across a range of NIW estate buildings and clean, wastewater and sewage treatment sites.



“GRAHAM has been successfully working within the water and wastewater sector for decades with NIW. We continue to build on this success and grow our presence within this sector”

Gareth Smyth
Operations Director

The Challenges

The very nature of First Response services, particularly for critical clean and wastewater infrastructure, presents testing response times, which must be adhered to on a 24/7/365 basis. Our expert team, supported by three dedicated Helpdesk Operatives, is proud of its ability to consistently meet Urgent Work Order Response requests within NIW's stipulated two, four and six hour deadlines depending on individual WODs (Work Order Details). In addition, our experienced teams must put safety first in completing tasks within complex industrial, confined space and explosive environments.

GRAHAM's added value solution

Pivotal to the successful delivery of the services is the integration of our CAFM system with NIW's Ellipse work management system. This continuity facilitates real time status updates and provides confirmation of our performance in relation to the stipulated response, task progress and completion times for the services we provide. Across both contracts, we consistently score highly in the upper echelons of the agreed overall contract KPIs. We strive to make NIW's operations easier and, therefore, assume complete ownership of the planning, resourcing, inspection, repair and sourcing of materials for every work order assigned to us. Our overarching aim is to return affected infrastructure to its full operational capacity within the shortest possible time.

Outputs & Benefits

- / **Efficient Response:** We effectively close out over 24,500 Planned Maintenance Tasks and approximately 7000 Reactive Maintenance Tasks per annum in provision of First Response Services
- / **Client Integration:** Our CAFM system is fully integrated with NIW's Ellipse work management system, which facilitates real time status updates and provides confirmation of our performance
- / **Partnership Approach:** We work closely with NIW and self-deliver a range of specialist services
- / **Subcontractors:** We only partner with a specialist approved supply chain
- / **Quality Delivery:** We have achieved consistently high monthly KPI scores



For more information on how we're delivering lasting impact:

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