



September 2021

Case Study: TSM secures contract with Kier Utilities

TSM has secured & commenced delivery of several contracts with Kier Utilities after successfully negotiating on a national utility procurement exercise.

Delivering works to support all aspects of TMC

The Contracts

Kier Utilities is a leading utility service provider, bringing the built environment to life by installing and maintaining water, energy, and telecommunications connections. Renowned for delivering complex projects on time and within budget and maintaining exacting safety and quality standards, Kier delivers the majority of its work through long term Alliance and framework contracts.

TSM started delivery on the Kier Western Power Distribution (WPD) East and West Midlands contracts earlier in the year and is now supplying planned and reactive TM services across the whole area. Our fast 24-hour turnaround TM-planning significantly improves Kier's response time KPI's.

Delivery is due to start imminently on the WPD South-West area and Bournemouth Water contracts, the latter being part of a larger South-West Water award. In addition, due to our success on the WPD East Midlands contract, Kier has invited us to deliver on their Severn Trent works running out of the area, which is now underway.

Providing a one-stop shop for all TM requirements

Technical & Delivery Support

Full capability

Our recent Kier Utility contract award represents just one aspect of our diverse customer portfolio, ranging from major schemes to small civil works. Whatever the nature of the contract, TSM works to the latest industry standards and implements the latest techniques, with safety consistently at the forefront of our designs.

On-Site Delivery

Reactive works are delivered by specialist operatives with pre-equipped vehicles strategically located throughout the areas, improving response times and reducing travel time. This is an integral part of our strategy, helping to reduce our carbon footprint and supported by our paperless system.

We provide the latest technology on-site, using both Hollco RC2 AutoGreen and SRL ADS equipped portal signals to reduce queues and improve journey times.

Maintaining high levels of customer satisfaction



Customer Portal

All our Kiers Utilities contracts are delivered by a dedicated team, focused on providing a high-quality on-site service, with all works delivered through our bespoke customer portal, providing each contract with a desktop workboard, access to all sites and real-time updates.

At TSM, we understand the importance of timely responses and have built many automated functions into our portal system to help speed up the process. For example, as part of our utility contracts, our system automatically notifies the permitting team and client contacts when a permit goes live and when to close it down, saving precious time chasing site contacts. The activity is recorded live & backed up by supporting site data.

With its unique and ground-breaking capability, our online portal can be adapted to meet the needs of each contract, ensuring the client gets the response and information they require every time.

Getting it right first time every time

Project Details

Title:	Kier's National Utility Procurement
Client:	Kiers Utilities
Location:	East and West Midlands, South-West and Bournemouth
Start date:	March 2021
Duration:	On-going
Value:	£1.5m
Contract:	Planned and reactive TM services
Type of work:	12D works delivering on local authority roads with occasional 12A/B works
Job requirement:	TM to support installation and maintenance of various utilities