Golder UK – High Speed 2

Company

- **Name**: Golder for The Examiners of Petitions for Private Bills of the House of Commons and the House of Lords
- **Project**: London High Speed 2
- **Location**: London, United Kingdom
- **Industry**: Environmental consultants
- **Products and services**: Provide independent consulting, design and construction services in specialist areas of earth, environment and energy
- **Employees**: 8000
- **System users**: 14
- **Number of sites**: 1
- **Website**: www.golder.co.uk

Objectives

- Implement centralised Stakeholder Management solution
- Visual interpretation of consultation responses to highlight significant issues and patterns
- Information management and security of data
- Ability for a number of users to enter data simultaneously
- Send summarised key reports to the The Examiners of Petitions for Private Bills of the House of Commons and the House of Lords

Challenges

- The system needed to be approved and implemented within three weeks from date of initial request
- The client was remote from implementation team
- Business requirements were very specific

Implementation Highlights

- Very impressive response time. Phase 1 took three weeks from scoping to go-live and Phase 2 took only five days
- IsoMetrix was able to develop and implement a bespoke solution addressing all of Golder

UK's requirements without needing to send any resources to the United Kingdom
- Inexperienced users adapted quickly to the system
- Advanced security levels in place

IsoMetrix Solutions & Modules

- Bespoke solution that captures the response of all stakeholders affected by the High Speed 2 rail project between Birmingham and London

Why IsoMetrix?

- Recommendation from other IsoMetrix users within the company
- The agility of the framework allowed the system to be configured within the short timeframes available. Traditional bespoke development was impossible in the allocated time-frames
- Visibility of the project and the responses of stakeholders through the QlikView dashboards enabled clear and concise reporting to parliament

Benefits

- All communication from stakeholders can be captured and reported back to UK parliament
- Strict controls are in place that ensure no duplication of responses captured
- Real time availability of all operational reports, dashboards, tables, graphs, charts, maps and gauges
- Constant monitoring and evaluation of new trends amongst stakeholders was possible throughout the duration of the project
- The ease of use and speed at which the project was implemented ensured operational adoption.
- Data management and security
- Dashboards show progress and identify trends and key issues effectively
- The system keeps a record of the responses which come in, who they are allocated to, and how many have been logged

"The software is effective, fit for its purpose and easy to use. We are very happy with the product provided."
Alice Hobson (Cultural Heritage Consultant: Golder Associates UK)

Golder Associates is a global organisation which provides independent consulting, design and construction services specialising in earth, environment and energy sectors. Golder is driven by its purpose to engineer earth's development while preserving earth's integrity. Its management system delivers consistent global performance which is responsive to local needs.

Golder UK was tasked with implementing a system to capture the response of Stakeholders of the High Speed 2 rail project between London and Birmingham and report back to the The Examiners of Petitions for Private Bills of the House of Commons and the House of Lords.

Golder UK approached IsoMetrix on 3 December 2013, after a recommendation from Golder South Africa, one of IsoMetrix's existing channel partners, with a request for a system that would be able to be implemented and go live by Christmas of the same year.

The project brief was to capture and monitor the responses of stakeholders in order for them to be reported back to The Examiners. All facets of the responses needed to be captured including the form of communication; the location of the area of concern; and the nature of the concern. In addition to this, strict controls had to be put in place ensuring that there was no duplication of responses captured.

In a three week period, a three-man IsoMetrix team configured and implemented a bespoke solution which was able to address all of Golder UK's requirements without leaving the IsoMetrix offices.

The Golder team needed to be able to send summarised key reports of stakeholders' responses on the High Speed 2 project to The Examiners. This functionality was developed, along with numerous dashboards which include tables, graphs, charts, maps and gauges.

Eight months after implementation, 21 834 responses to the planned new railway had been received and logged by the 14 users of the IsoMetrix system.

The solution was piloted on a Metrix cloud server and subsequently moved to Golder's own server in Europe once piloting was completed. It will continue to be used for the duration of the High Speed 2 project, constantly monitoring and evaluating new trends which emerge from interaction with the stakeholders.

Lucille Hallowes, Chief Operating Officer of IsoMetrix and one of the three people responsible for the project, says, "The approach by Golder UK was testament to our good relationship with their South African division. It was a perfect opportunity to demonstrate the extreme agility and power of our framework. This project would have taken other software providers months to develop. We are thrilled to be involved with this important, high profile project – the ultimate form of rail transport in the United Kingdom."

IsoMetrix recently implemented Phase 2 of the project which includes a smaller consultation on a targeted portion of the route. This implementation took only five days.

Alice Hobson, Cultural Heritage Consultant at Golder UK, says, "We are able to keep track of progress through our data entries and ensure that we do not fall behind schedule. The system is easy to use and yet allows for full data analysis."

She goes on to say, "The dashboards allow us to quickly and effectively pull up data patterns and results as required. This is particularly effective as they allow full illustrative visibility of all stakeholders' responses to HS2."

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