

Make Your Strategy Strong



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About ZAP

ZAP delivers tailored business solutions that streamline operations, automate workflows and improve visibility across field service, asset-intensive and operational industries.

From workforce mobility to enterprise process automation, ZAP helps organisations modernise operations and improve business performance.

Service Plus Solution

Transforming Field Operations & Safety Management
for the Construction Industry

Egis Traffic Management Services (ETMS) had been awarded in 2015 a 3-years contract to provide Incident Response (IR) and Traffic Management (TM) Services to Transurban on M2, Lane Cove Tunnel and the construction activities of the North Connex Tunnel M2 side in NSW.

These IR services are delivered 24/7 basis to cover both the motorways, where crews were 4-6 crew are stationed strategically based on the traffic volume of each direction, time of the day, including Peak and Off-Peak period and season of the year.

While the TM Service were mainly to cover the maintenance work on the Projects and quarterly shutdowns. ETMS had employed over 50 personals to address the contract needs

Business Challenges

This Contract presented several operational and administrative challenges:

Operational Inefficiencies

- Recording key events dates for the IR Service: Detection time, Response Time and Rectification time
- Manual recording and tracking IR Reports with dispute on key times between the IR Crews in the field and Traffic Control Room Operators.
- Manual recording of Service Shifts
- Prepare based Services Reports for IR and TM Services
- Double handling of information across departments
- Contract KPIs are calculated on monthly basis.
- Recording Shift Events manually
- Manage over 40 vehicles for Service Deliveries such as Traffic Mounted Attenuators (TMA) Tow Tracks, Road Sweeper, Utes and General Purposes Vehicles.

Financial Processing Complexity

- Manual transfer of TM Services data for Client invoicing
- Producing timesheet for IR/TM officers
- Complex multi-level pricing structures that were difficult to manage manually
- Manually manages the TM Service Quote to the Client for extra services
- Record and track Fuel consumption for over 40 vehicles.

WHS & Compliance Risks

- Prepare based records of Prestart, Post Shift Reports and Vehicle Safety Check Lists.
- Limited visibility into compliance and safety documentation

Why Service Plus?

Service Plus was purpose-built to address the unique operational requirements of field service and construction businesses, delivering:

- Increased operational efficiency
- Reduced administrative overhead
- Improved financial control
- Enhanced WHS compliance
- Better workforce productivity
- Scalable digital transformation capability





Technology Benefits

Centralized Platform

A single integrated solution replacing fragmented manual processes.

Real-Time Field Connectivity

Live communication and Services update between office staff and field crews.

Scalable Architecture

Designed to support growing operational demand and workforce expansion.

Improved Decision Making

Accurate operational and financial data available in real time.

The Solution — Service Plus

To support effective contract management and operational excellence, ZAP designed, developed and implemented Service Plus an integrated web and mobile workforce management platform tailored specifically for IR/TM Service Deliveries consisting of:

- A centralized Web Application for office operations
- A Mobile Application connecting field crews directly with head office in real time





Key Deliverables

End-to-End Process Automation

- Established business processes to address the Contract IR and TM Services and the business
- Automated TM Service lifecycle management
- Automate IR Service Lifecycle Management
- Reduced manual administration and duplicate data entry

Workforce Enablement

- Real-time communication between field crews and office staff
- Digital and online Service recording from the mobile devices
- Reduced unnecessary travel and paperwork to report on the delivered Services
- Vehicle Management module to enable recording Vehicle status, rego due, insurance due and availability for services

Financial System Integration

- Produce the Workers Timesheets on a weekly run
- Automated TM Services invoice based on the data recorded in Service Plus
- Faster and more accurate financial processing

WHS & Safety Management

- Digital safety checks for Vehicle
- Effectively reporting on the Contract's KPI be embedding their parameters and Values to IR team as they responding to an Incident
- Improved compliance visibility and reporting
- Centralized safety documentation management where Workers can access them on the field such as SWMS, Toolbox Talks, Procedures, Plans, Policies and others

Business Outcomes & Achievements

Operational Improvements

- Successfully managed over 11,000 Incidents and over 600 TM Service over 3 years
- Significant reduction in manual processing and administration
- Improved visibility and transparency across contract delivery between ETMS and Transurban
- Effective Vehicles management

Increased Productivity

- Accurately record, track and report on Service Deliveries
- Reduced Crew time to prepare the related reports
- Improved coordination between IR and TM Crews and Traffic Control Rooms Operators
- Enhanced workforce efficiency

Financial Accuracy

- Accurately managed over 750 invoices, and 500 timesheets and integrated them with MYOB
- Reduced invoicing and payroll errors
- Faster quoting process and simple process to convert the approved quotes to Jobs
- Accurate extra Services Pricing

Compliance & Safety

- Improved WHS compliance management
- Accurately reporting on the monthly Contract Performance and KPIs.
- Better tracking of Shift Report (events), Safety Reporting and Checklists
- Increased operational accountability

Upon the successful 3-years implementation of Service Plus on M2 and Lane Cove Tunnel ZAP has deployed it on WestConnex – M4 West Project for 2 years (2017 – 2019) and Toowoomba Second Range Crossing from 2018 till 2023