



Transco

Transco delivers around half the nations energy needs through its 275,000km of pipework, running the UK national gas emergency service 24 hours per day, 365 days per year. Transco spends £600 million every year updating and maintaining the gas pipeline network. In October Lattice Group plc and National Grid plc merged to become one company - Transco plc. With over 1 million reported gas escapes annually across the UK, Transco's employees and contractors are encouraged to think safety first. The regulatory target for attending uncontrolled gas escapes within 1 hour is 97%. The latest figures confirm that Transco achieved 98%.

The Problem

"Safety is Transco's top priority. The most important need is for me to be able to group text important messages to our industrial workforce from my manager. They are increasingly remote and mobile. Delays in this basic communication could greatly impact safety, adding significant costs to our business and reducing customer service levels. 2sms ensures that we can communicate safety critical and also general issues rapidly by sms".

The Business Issues

2sms worked with Transco to establish how to: Increase staff productivity by use of integrated PC to mobile sms technology; increase speed of communication escalating from the strategic centre to our regions; deliver cost and vital time savings when compared with voice communication; remove repetitive non added value tasks and obtain real time notification at the PC that sms alerts are successfully delivered.

The 2sms Approach

"We like their reliability and approach. 2sms structured their product so it is easy to use and we were able to test the service before we had to commit. Currently our feedback is helping to improve the usability of the service. Their software / platforms provided us with excellent flexibility and were confident that they understood our business needs."

How do 2sms do it?

2sms allow customers to try before they buy at no cost. They offer web access or complimentary software for Excel, Access, Outlook, Lotus Notes. They ensure 24x7 technical and sales support on Free Phone 0800 numbers. We work closely with the client to understand application needs. There are NO software licences, no consultants need call, no extra hardware is needed.

How it Worked out

Following the no cost trial, Transco then purchased 3 months anticipated use of messages. Transco initially trialled both centrally and regionally. Following proof of concept Transco has purchased increased volumes over time, taking advantage of quantity savings.

Customer Comments

"2sms software applications are user-friendly and are instantly up and working once the message credits have been purchased. The beauty of the system is that I am able to obtain a record of the messages sent. I would recommend 2sms for Secretaries/PAs who have to relay urgent/important messages to their manager's subordinates very quickly. A huge amount of time and effort is saved by not having to phone people individually".

