



## Discovery

1. SSE – Tower reviewed existing process of ordering (central stores) and products. The following became apparent –
  - Staff were waiting for deliveries from central stores
  - Products were of mediocre quality
  - There was no control of the issue of goods to the individual
2. Tower redesigned the products and carried out wearer trials with very good results (the products were 25% more costly but had several safety and comfort benefits) Due to the on cost of the garment Tower guaranteed a 25% saving on their overall spend, if the goods were ordered through the CtrlCloud platform.



## Planning

1. A roll out was agreed with various divisions of the business, covering –
  - Training on the platform
  - Toolbox Talks on the products
  - Account team Introductions

## Implementation

1. The project plan was carried through successfully over 6 months with all deliverables met.
2. CtrlCloud was implemented in the business, in stages by business unit.
3. Tower attended a regional meeting with SSE Staff to confirm user acceptance and collect feedback with very positive results.



## Review and Continuous Improvement

1. Following the successful implementation in the main business Tower were asked to look at all companies and business divisions in the group including contracting offshore and meter reading.
2. This resulted in a phased project over 24 months to bring all companies in the group onto CtrlCloud.
3. New products have been introduced over the life of the contract and further improvements are continuously added.
4. Tower has a target 2025 objective with the client to reduce accidents by 50%.
5. Tower has been asked to roll out CtrlCloud to all SSE contractors by 2025.
6. Cost saving over the first 5 years not including soft savings at £9.1 million.