



Global infrastructure operator, Orange Business Services lead the way in underground asset protection through membership with beforeUdig



**Business
Services**

20km network
of underground assets

7000+ annual
beforeUdig requests

Global infrastructure operator, Orange Business Services lead the way in underground asset protection through membership with beforeUdig Singapore. Asia Pacific continues to be the fastest growing region in the world and Orange Singapore were inundated with requests to protect their essential infrastructure. In dealing with such active expansion across the country, Orange need to ensure their services are always protected and providing the services required.

Challenge:

Orange's Singapore network is point to point to a number of strategic locations across the island. Legislation means that Orange receive every request to excavate even outside of the areas of their wholly owned and operated network. The team at Orange are required to respond to every request which means a lot of work even if their network isn't affected.

Goals and Objectives:

With the continued pressure on the resources at Orange Singapore, the team sought out the opportunity to become members to the national referral service of beforeUdig. Automating the response process would enable the reduction of the work load and increase the accuracy of response for the protection of their essential infrastructure.

The Key Benefits and Metrics:

Through membership with beforeUdig Singapore, Orange have automated and redefined their business processes for protection of their underground assets and critical infrastructure. beforeUdig provides the ability to review requests and assess if they affect the Orange network or not.

beforeUdig can automate responses, including PDF's, letter's and asset location information maps to these requests. The functionality has greatly reduced the number of positive responses that the internal team are required to reply to. Orange can now respond in minutes if required as they are focused on the requests that affect the network. This is well inside the legislative time mandated in Singapore to respond.

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