



## Superloop overhaul protection of underground assets by joining as a member to the beforeUdig service in Singapore



**150km** network  
of underground assets

**7000+** annual  
beforeUdig requests

Superloop has seized an opportunity to join beforeUdig as a member in Singapore, capitalising on the many years it has been a member of Dial Before You Dig in Australia. Singapore as a region has long been known for its constant construction activity, and Superloop are excited to join beforeUdig as a member. The membership provides the dual benefits of greater communication and protection of their underground assets as well as improved operational efficiencies.

### Challenge:

As a new market entrant in Asia Pacific, Superloop face the challenge of the population having a low awareness of their network. Third party contractors were not used to sending dig requests to Superloop prior to commencing any excavation works. Becoming a beforeUdig member solved this problem, as Superloop now receive requests that gets uploaded onto their system, irrespective of whether or not the requestor was previously aware of their underground network.

### Goals and Objectives:

Their primary objective has always been to protect the Superloop network in Asia Pacific, in order to provide assurance to clients. Ensuring Superloop get utility requests and respond to them in a timely manner is paramount in achieving this. It's a simple equation: If the requestors know that their network is there, it's less likely to be hit by the excavators.

### The Key Benefits and Metrics:

Becoming a beforeUdig member has provided Superloop with many benefits, including:

1. Superloop receives the requests, even if requestors primary intention wasn't to request their specific asset information;
2. The beforeUdig software filters requests that do not affect the network, and then responds directly to the requestors. This saves Superloop a huge amount of administration time, resourcing and cost;
3. Superloop receives requests in an easy to read format; helping to identify if the network is likely to be affected;
4. The beforeUdig system responds quickly to requests, and the payments for the drawings generated can be made online, safely and securely. This is beneficial for getting the network drawings in to the hands of requestors for projects that have a quick turnaround.

**"Superloop's terrestrial network uptime statistics in Singapore are exemplary, and we attribute the use of beforeUdig as a key contributor to this".**