Case Study

Customer: Balfour Beatty VINCI

Project: M6 smart motorway upgrade

Solution: Full range of Trimble technology



"Support is key" Balfour Beatty VINCI chooses KOREC for M6 scheme

We're seeing a shift towards a more sophisticated sales environment in which service, support and a personal approach play a key part in the buying process and in some cases, they are the deal makers and breakers. Laurent Ciais, Survey Manager at Balfour Beatty VINCI, agrees.

At the end of 2011, Balfour Beatty VINCI, a 60:40 joint venture, was selected to deliver a smart motorway package worth up to £607.4m. Work would see the JV undertake smart motorway upgrades to a 10 mile stretch of M5 Junctions 4a to 6 in Worcestershire; a 12 mile section of the M6 Junctions 2 to 4 in the Midlands, and a 32 mile stretch of the M4 Junctions 3 to 12 in London and Berkshire.

Responsible for the survey work and instrument acquisition on the M6 section of the scheme is Balfour Beatty VINCI Survey Manager Laurent Ciais who has over 30 years of worldwide motorway construction experience. The M6 improvements began in December 2017 and are due for completion by the end of 2019 with work including the upgrade of 20km of the M6 to four lanes. Laurent approaches each project with a simple premise which dictates how the survey work will be handled "Every job has challenges, what are the challenges of this one?" In the case of the M6, there were few technical demands but plenty of the usual issues of working on a narrow site, busy with machines and people, and of course live traffic. For Laurent, the smooth running of the project would be assisted greatly by the careful selection of the instruments and software that the team would use. He required instruments that were reliable in tough site conditions, offered user friendly workflows and above all were well

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Laurent Ciais

Balfour Beatty VINCI

supported by the supplier. Unimpressed by the support from a previous supplier. Laurent contacted UK Trimble distributor KOREC and was impressed to be visited the next day by his area's KOREC Regional Development Director who demonstrated a range of instruments and

set Laurent up with a one month free trial of Trimble Business Center, office software for processing and handling optical, GNSS, and imaging data. Although new to TBC, Laurent felt that it was the only software available that was both user friendly and offered all the functionality he required. His decision to go with Trimble would entail his team familiarising themselves with a range of Trimble instruments that included S7 and S5 robotic total stations, R10 and R8s GNSS systems, VRS Now (real-time correction service) and a DiNi Level.

Service and Support are key

Confident that the Trimble instruments would perform reliably, Laurent's main concern was that both he and the team



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▲ The Trimble R10 in action

would be well supported throughout the duration of the project and that KOREC was equipped to deal with support requests promptly, something other manufacturers had been unable to. This would be a deal breaker.

KOREC works by providing both office support and dedicated local support for on-site visits. Two KOREC technical support specialists were therefore introduced to Laurent on-site to establish a good, early working relationship as were KOREC's Field Support Manager and Support & Training Manager. In addition, Trimble has an excellent TBC community that Laurent felt was an important resource and something that would benefit him wherever he was in the world.

Delivering support - 8 months in

8 months into the project and Laurent reports that the support and technical back-up from KOREC has been everything he wished for. "The problems we come up against are rarely big, but they can cause bottlenecks if not dealt with quickly. KOREC has been excellent at responding to our requests, quickly and thoroughly. It's not unusual for us to receive a personalised video showing how to carry out a particular function because the KOREC team understand that this is a far better way to share information than over a lengthy phone call. This also makes it easier for me to pass on information to my team something they really appreciate. I wouldn't describe the KOREC support managers as just being product specialists, they are also specialists in surveying with a true understanding of how a site functions and how, as we familiarise ourselves with Trimble, we wish to get more out of our equipment. In this area KOREC service has been second to none with tips and suggestions on how we can speed up our workflows and extend our use of TBC. What's been particularly pleasing is that there has been no fading away of this support, it's as good today as it was the day we took delivery. KOREC works as a team which means whether we deal with a sales consultant, the admin staff in the office or the field support or training managers, they all know exactly where we are at and there's always someone to help."

Two-way process



For KOREC, the relationship with Laurent and the Balfour Beatty VINCI team has been a useful indication that recent changes to the support offering are meeting the needs of

🔺 Laurent Ciais

a more sophisticated sales environment in which service, support and a personal approach play a key part in the buying process.

The KOREC team has valued Laurent's input, which has been fed back to Trimble in the USA, and will lead to useful updates in future versions of TBC.

On this project Balfour Beatty VINCI has been supported by Richard Selby, Training and Technical Support Manager, and Tim Leah and Tom Williamson, Geospatial Technical Support.

Personalised support

KOREC works hard to meet each customer's support query in the way that best suits them. In the case of Laurent, personalised videos have proved particularly useful:

Case 1: Laurent needed to take an updated surface design adjacent to the carriageway and change it in such a way that it could be staked as a slope using Trimble Access Roads. KOREC was able to do this by converting their surface design to a Corridor in TBC and then exporting it in GENIO format. In the GENIO file it was then possible to make a couple of small edits to the string names to make it compatible with slope staking in Access. (10 mins)

Case 2: The Balfour Beatty VINCI team needed to find the coordinates for where two surfaces intersect. This was shown in TBC using the create CAD Point function to display a cross section of the surfaces at a specific chainage and then the Plan View and Cross Section Views to extract the Easting, Northing and Level of the intersection position. (4 mins)





Enhanced support from KOREC

Here are some of the things that we've already done:

- Extended our office support team to the highest number of qualified staff we've ever had. They are on hand five days a week and as from 30th July, they will be available half an hour earlier, covering 8.00-17.00, to accommodate early morning requests. Already praised for their fast response, they'll solve your problem on the phone, by email or even with personalised 'how to' videos.
- Invested in a new on-line reporting system that enables us to track every one of your enquiries through to completion. Latest statistics show that since the beginning of the year 1426 support tickets were created of which 1423 have been successfully closed with just three pending!
- A satisfaction survey is sent when a ticket is closed. We are delighted to report a 97% satisfaction rate. This survey also provides us with continuous feedback allowing us to adapt and improve far faster.
- Established a consultancy room in our Liverpool office for customer visits.
- Extended our website 'Knowledge Base' area for the creation and tracking of support tickets, special product information areas, white papers and regularly updated articles.
- Personalised and expanded our regional field support teams. These are the guys who will be on hand to help you out when things get tough in the field. We've received great feedback on their efforts whether that's thanks for taking an out of hours call or arriving with the speed and efficiency of an emergency service.



▲ Carrying out levelling with a DiNi

Contact us:

Please do get in touch for further information on any of the products or services mentioned in this case study, a demonstration, support or just a chat about your requirements.

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