



# HCL LAND SEARCH SERVICES

## OVERVIEW

HCL's facilitates conveyancing process by providing essential information regarding water and sewerage services for prospective property buyers.

We provide a range of property search services including generation and provision of drainage and water searches, mains and sewer maps, environmental searches as well as inter-utility data transfer for both residential and commercial customers.

In addition to electronic transactional activities, HCL also supports the requirement for onshore presence, at strategic locations within the utilities' footprint to manage direct customer engagements.



## BUSINESS DRIVERS

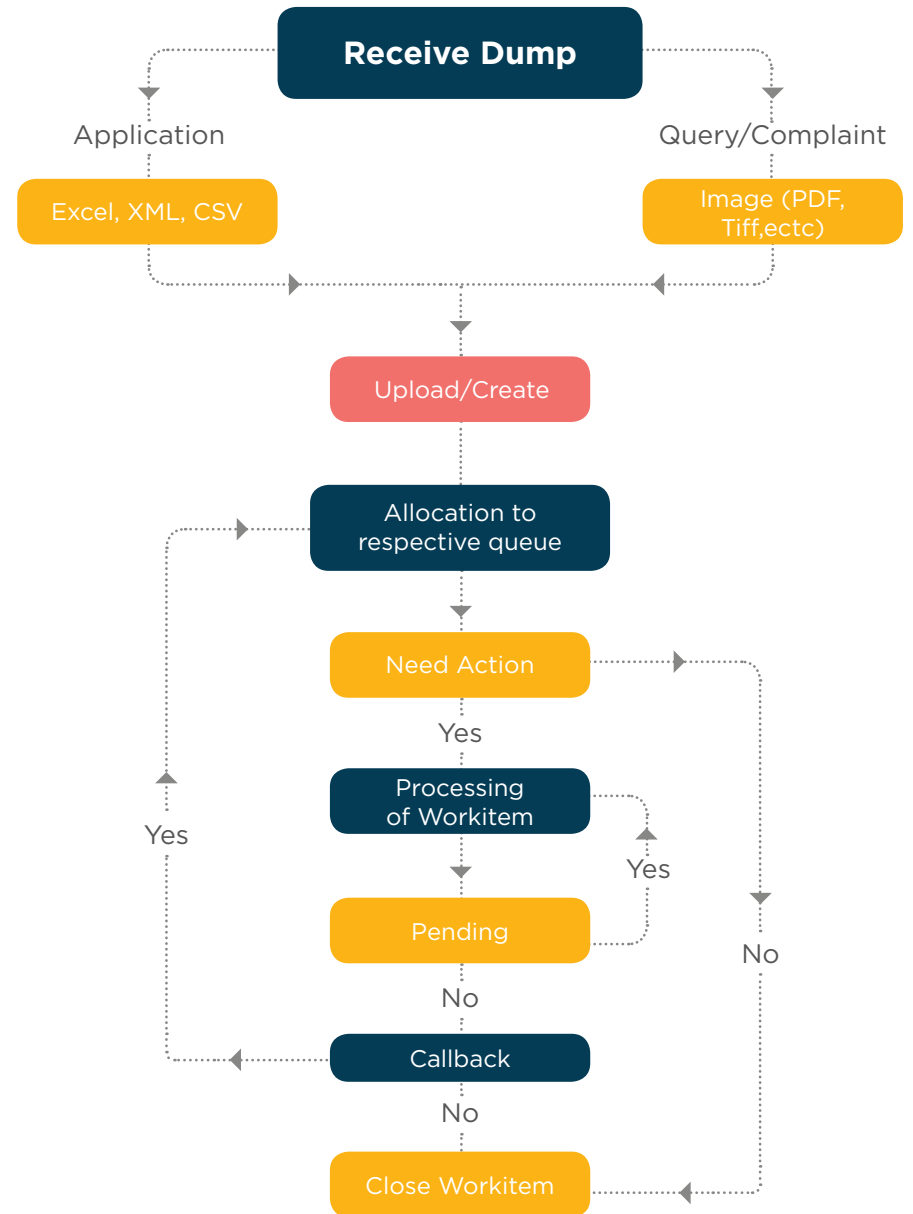
- Online Revenue channel and not a cost center
- Platform for proactive customer contact and potential up-sell or cross-sell opportunity
- Create a Digital Centralized Repository of existing maps and data – i.e. become future ready
- Reduce cost to serve and improve profitability by leveraging RPA and Analytics tools
- Create Online App to receive customer request and provide transparency across board. Leverage data from Online App to drive NPS/CSAT and CES to,
  - Improve customer base
  - Contextually target market segment with tailored offering/tariffs
- Reduce operational expenses by offshoring transactional back end activities

# HCL LAND SEARCH SERVICE OFFERINGS

OFFERING	BRIEF	BUSINESS BENEFITS
<b>Residential Drainage and Water Search</b>	<ul style="list-style-type: none"> <li>• Creation and distribution of search reports for residential customers using data taken from Utility's applications and GIS asset database</li> <li>• Responses sent to customers via email or post dependant on request type</li> </ul>	<ul style="list-style-type: none"> <li>• Online revenue channel for utility provider by: <ul style="list-style-type: none"> <li>• Providing High-value content for visitors</li> <li>• Creating well-designed, easy-to-navigate web app</li> <li>• Promoting content through social to get it in front of influences and reputable sites</li> <li>• Seeking guest posts on quality of service</li> <li>• Drive NPS/CSAT to increase customer base</li> </ul> </li> <li>• Provide bandwidth to focus on core business</li> <li>• Access to HCL's best-of -breed technology and Transformation suits to improve BVR</li> <li>• Digitization of existing maps and plans – go paperless (where applicable)</li> <li>• Reduced OPEX as transactional activities can be offshored seamlessly</li> <li>• Gain customer trust by providing on time info</li> <li>• Drive compliance and environmental awareness</li> </ul>
<b>Commercial Drainage and Water Search</b>	<ul style="list-style-type: none"> <li>• Creation and distribution of commercial search reports for business customers using data taken from Utility's applications and GIS asset database</li> <li>• Responses sent to customers via email or post dependant on request type</li> </ul>	
<b>Environmental Searches</b>	<ul style="list-style-type: none"> <li>• Request and distribution of environmental searches</li> <li>• These are sourced from our partners who are the market leaders in property related environmental risk information and digital mapping services</li> </ul>	
<b>Developer Asset Plans and Maps</b>	<ul style="list-style-type: none"> <li>• HCL's Land Search application searches the GIS application of the utility provider and extracts key info about sewer and water main records known as asset plans</li> </ul>	
<b>Water Infrastructure Plans and Maps</b>	<ul style="list-style-type: none"> <li>• Water Infrastructure Plans are received from statutory undertakers</li> <li>• HCL's Land Search application searches the GIS application of the utility provider and extracts key info about sewer and water main records known as asset plans</li> </ul>	
<b>Water Only Data Provision</b>	<ul style="list-style-type: none"> <li>• These requests are from companies which deal only with waste water. The requests typically fall under two categories: <ul style="list-style-type: none"> <li>• Water only asset map + Billing data: Provision of a water only asset plan and billing data to the incumbent supplier</li> <li>• Billing account quantities: Confirmation of number of water billing accounts the incumbent supplier has set up for the properties or the property being searched against</li> </ul> </li> </ul>	
<b>Onshore Land Search office</b>	<ul style="list-style-type: none"> <li>• HCL collaboratively works with the Utility provider to establish Land Search offices in strategic locations</li> <li>• Our offices provide customer's access to the incumbent's water maps, schedule engineer appointments and serves as an additional platform for raising Land Search requests</li> </ul>	

## HCL AUTOMATION TOOL

HCL's Case Flow Manager (CFM) is familiar with the concepts of speedily resolving issues and keeping customers informed and similar tools to drive excellence. HCL is familiar of these concepts as Turnaround Time (TAT) and Keeping Customers informed (KCI). HCL currently drives TAT based on the Case Flow Manager (CFM) tool, which accurately allocates and then, monitors/ tracks the progress of a transaction. HCL has successfully implemented Case Flow Manager to track timelines and ensuring that customer promises are met. A flow depicting our CFM tool.







## HCL SERVICE OFFERINGS

- Water Utilities historically have a major portion of their data (e.g. blueprints, meter data, risk assessment documents etc.) either in paper form or in disparate legacy systems. This increases the Turn Around Time (TAT) for Land Search requests. HCL can design and implement a centralised Database to provide easy access to relevant information
- HCL typically conducts Value Stream Mapping (Six Sigma approach) of the entire workflow across different swim lanes to identify Kaizens (opportunities) and eliminate “inefficiency” to make the process “lean”
- HCL identifies Robotic Process Automation (RPA) opportunities to reduce exception creation and requirement for manual intervention. RPA and Six Sigma levers together could provide efficiency benefits of ~60%
- According to The Water Services Regulation Authority (Ofwat), ~45% of the customers believe that Water companies can improve the way they communicate with customers. HCL’s Digital Customer Engagement Platform can be leveraged to keep the customer informed and provide contextual and bespoke services. This also improves the chances of up-sell or cross-sell of energy efficient products or services
- Shift from a cost centre to a revenue channel - HCL will design and implement an App to cater to the customer’s need for Land Search Requests. Queries received through the App can be processed by Back Office staff (potentially off-shorable work, therefore, greater savings) that can help reduce Turn Around Time (TAT) of queries and enhance customer experience



# WHY HCL - TOP 5 HIGHLIGHTS

- Readiness of Onshore delivery for Land Search service
- We guarantee 30% seeding of resources with past experience in working with Land Search activities for a UK utility client
- Thorough understanding of the regulations/Adoption agreements
- Best in class record of achieving KPIs over and above SLAs
- We Cover 24/7, 365 days in a year pattern, tailor made specifically on customer's request.





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