



ATKINS

Support for unexpected project challenges

The Challenge

The Feltham Phase I project took place over a 12-18 month period and was segregated into individual work packages, with time bound critical delivery schedules.

Commissioning periods are project critical and are the key stage of handover to Network Rail. Unipart Rail's Commissioning Cover proposition provides 24/7 support and has been used many times over the years to provide key customers with access to technical and material support.

Atkins knew the importance of completing the commissioning on time and in full, therefore engaged with Unipart Rail to put in place Commissioning Cover over the Easter Bank Holiday period.

When technical support and materials were unexpectedly required - with very short timescales - a fast and accurate response was needed to avoid adding extra costs and time to the possession.

The Solution

Atkins activated the cover service three times during the stages of the commissioning cover period for urgent support:

1. Atkins needed some fuses associated with some location cases, but didn't know the part numbers. The Project Manager on call was confident that the fuses had been supplied with the location cases, but might have been secured inside the units in a small bag. The UR project manager headed to the Unipart Rail warehouse to take pictures so he could direct the on site team to where the units would be in the location case and the fuses were found on site shortly after.
2. Some AWS magnets were urgently needed and we had difficulty getting a courier due to the weight so our team member Iain Bell went on a 350 mile round trip to deliver them direct to site. It meant that the magnets would arrive just over 4 hours after the initial call, so the installation team didn't lose any further time.
3. Some TPWS modules required at midnight on Easter Sunday/Monday - these were quickly mobilised by the on-call team and a courier collecting just over an hour after the initial call. The units were in Feltham just after 5am ready to install.

Customer comments

"A huge thank you for the level of support that you have provided over this commissioning weekend, the service was outstanding, with each of you reacting swiftly when called for assistance.

The commissioning would not have gone as smooth as it has without your support. Again, thank you on behalf of Atkins."

Colin Nicholson
Head of Supply Chain
Atkins Rail

The Result

Atkins successfully commissioned Phase I of the Feltham project on time, thankfully to the speed of response, coupled with the technical knowledge of the Unipart Rail team meant that the project was not delayed and all the correct materials were on site in time.

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