

Case Study: Wiltshire County Council



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Wiltshire County Council Implements Exor System to Improve Management of Public Rights of Way...

Exor Corporation: The successful implementation of its Public Rights of Way (PROW) software into Wiltshire County Council.

The Authority will use the solution to manage the County's 6,162 km Public Rights of Way network in order to facilitate better management of public enquiries and help Rights of Way officers to operate more efficiently and effectively.

As part of Wiltshire's statutory obligations under the Countryside and Rights of Way Act 2000, the Council undertook a strategic review on how to manage its Rights of Way network. A fundamental element of this assessment was the requirement to ensure the effective collection and management of its network data, public enquiries management and the removal of paper based processes.

Selection and Implementation of Exor

Commenting on the selection and implementation of the Exor system, Paul Broadstock, Countryside Access Development Officer, Wiltshire County Council, says, "We looked at a number of PROW software solutions, but the Exor system was easy to use and offered better functionality than the competition. This also supported Exor's position as the Council's strategic supplier in the Highways department."

Paul Broadstock continues, "From the outset when investigating a supplier we needed a solution that had the capability to capture what data we had, detail the demands on the team and to improve the management of phone calls. However, the benefits of the Exor system go much deeper than this. We will save a lot of time and improve the manner in which teams work together and share information about the Public Rights of Way network."

Graphical Representation of the PROW Network

Paul Broadstock continues, "Before implementing Exor, we had a very unstructured method of managing telephone calls about the PROW network from Rights of Way users and landowners. Information about the PROW network was being stored in a variety of different places, and we were relying on a multitude of different paper-based files and spreadsheets. The Exor system now enables us to provide a first class help-desk service when dealing with requests and queries. For the first time, we will have a graphical representation of the PROW network linked to a definitive legal record of where the Public Rights of Way are and the rights that apply to them."

Paul Broadstock, Countryside Access Development Officer, Wiltshire County Council

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Integrated with other Highways Asset and Enquiry Management Systems

The implementation of the Exor solution has provided the Council with an IT system that will detail all classifications and manage its documentation needs automatically. The Exor system has also been integrated with other Highways Asset and enquiry management systems being used by the Council.

Steve Voller, Exor Corporation PROW Product Champion discusses the implementation and future direction of the PROW solution for Wiltshire, “Exor’s PROW provides Wiltshire Right of Way officers with a solution which enables them to perform their statutory and legal duties within an integrated environment. This integration provides officers with access to Enquiry and Maintenance management functionality which works alongside that of their Highways colleagues. This will result in improved public service and integrates PROW network and assets into other infrastructure assets supporting industry moves towards asset management.”

Complete Visibility of PROW Network

Paul Broadstock concludes, “We are pleased with the implementation of Exor. We will have a centralised IT system that provides us with complete visibility of our PROW network, including what we have, where it is and what it does. Armed with this information, we are able to manage the PROW network more efficiently and we can deal with public enquiries more promptly. The Exor system also enables us to eliminate manual administration processes relating to the PROW network which will free up the time of our staff to focus on other activities.”

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