



# Technology Maintenance Contracts

**telent** has many years' experience working with The Highways Agency

TechMAC (Technology Managing Agent Contractor) contracts are the brainchild of The Highways Agency (The Agency) to ensure a joined up approach to the delivery of technology maintenance contracts.

**telent** has over 30 years' experience of providing integrated services and solutions to clients such as The Agency and City Councils. These services include design, systems integration and asset maintenance and management, all of which are vital in the completion of a contract. **telent** also delivers consultancy services and complete network analysis in partnership with managing agent consultants.

**telent** uses its own maintenance management system to support its TechMAC contracts. The system provides full asset management including; fault recording, engineer selection, asset location and history, remote monitoring of assets, an asset database including network/system diagrams and a whole life-cycle cost model tool to help identify the optimum time for replacing assets.

**telent** has multi-skilled engineers located in each contract area ensuring that we deploy the appropriately skilled people to each task. Each engineer is security cleared to work on sensitive contracts.

## Contracts

**telent** currently has two TechMAC contracts; the West Midlands and the North West. The West Midlands contract, the first contract of this kind, was awarded in spring 2004. The North West TechMAC was awarded in summer 2006.

## Scope of Works

Included in the scope is routine preventative maintenance, fault response and repair, workshop repairs, administration of maintenance and fault tasks and contract meetings.

**telent** has a team of engineers and technicians that carry out corrective and preventative maintenance on a number of traffic technology systems including: MIDAS, Variable Message Signs (VMS), Emergency Roadside Telephones (ERT), Close Circuit Television (CCTV) cameras and signals. Each engineer/technician is allocated a vehicle and remains on the network to ensure rapid fault response within their area. **telent** provide a 24/7/365 full maintenance service.

## Value Added Services

All TechMAC contracts are carried out in partnership with The Agency and the National Road Telecommunications Services (NRTS). **telent** created a role of Technology Systems Support Engineer (TSSE) to work alongside these organisations in the Regional Control Centres (RCC's). When extra to contract works become necessary, **telent** is able to design, plan and undertake these.

As well as works included in the scope, **telent** provide value added services on each contract such as:

**GIS Tool** – **telent** has developed a software package using a Geographical Information System (GIS) Tool for capturing, storing, checking, integrating, manipulating, analysing and displaying data which is geographically referenced, in this case to the highway network. The West Midlands TechMAC GIS Database represents the entire motorway and trunk road network, consisting of approximately 3,300 geographically referenced sub-links, each containing a wide array of unique highway data. All data fields stored by sub-links can be displayed thematically as a 'layer' over a background map at any scale, and multiple layers can be displayed simultaneously to show the inter-relationship between different factors.

**Network Health Engineers** - **telent** identified the need for, and has implemented, Network Health engineers to take ownership of HALOGEN problematic faults e.g. high volume, low periodicity.

**Automatic Vehicle Location (AVL)** – **telent** has introduced its innovative AVL system to improve Lone Working. Each engineer has an AVL device fitted in their vehicle and alarms are raised when a vehicle has not moved for 2 hours on the roadside.

**Barometer of Health** - **telent** has developed a web-based tool delivering real-time network availability data and displays a Graphic User Interface (GUI) showing the status of each asset type and the outstanding faults. This Barometer is updated every 2 minutes using information from HALOGEN and the maintenance management systems and can be accessed via a secure internet connection using a standard web browser.

**Special Investigation Reports** - **telent** has created these reports to justify maintenance recommendations and improvements, technology innovations and to recognise feasibility studies.

**Best Practice Team** - **telent** has formed a Best Practice team to benchmark maintenance activities, methods and standards, improve health & safety with a view to implementing best valued maintenance practices across all TechMAC's.



## telent Facts

- **telent** has over 30 years' experience in providing integrated services and solutions in the UK Road industry
- **telent** is the first line maintenance contractor for three major Highways Agency contracts including:
  - West Midlands TechMAC
  - North West TechMAC
  - RMC Area 14
- **telent** delivers a 24/7/365 service on all contracts
- **telent's** Best Practice team analyse near-miss data whilst developing safer roadside working practices
- **telent** currently manages over 40,000 motorway and truck road assets in the UK
- **telent** has, through its TechMAC experience, the ability to develop schemes to improve The Agency's network

## Future Vision

**telent** aims to use its experience in TechMAC's and its relationship with The Agency to further establish **telent** as the capable and trusted TechMAC partner.

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