



**Traffic Safety
& Management**

May 2021

Case Study:

Dene-Tech - Water Industry Surveys

TSM has worked with Dene-Tech since 2014. Providing TM supervision, manhole and CCTV surveying activities for the water industry.

Delivering works to support all aspects of TMC

The Contract

Dene-Tech is a privately owned survey company involved in the provision of underground utility surveying predominantly to the water industry. Based in Hampshire, the company provides services throughout the UK and Republic of Ireland.

TM requirements involve both 12A/B High Speed Carriageway works and 12D Low Speed Streetworks and to date have included the provision of TMC, framework, resurfacing, utility and other services.

Providing a one-stop shop for all TM requirements

Technical & Delivery Support

CAD TM Design

Fully trained and accredited to National Highway Sector Scheme 12A/B & D standards, our dedicated and field operatives have the expertise and experience to handle all types of traffic management requirements and offer the proven capability to deal quickly and effectively with any issue. Our in-house design team provides up-to-the-minute CAD capability, providing solutions across all work streams, from two-way portable signals upwards, enabling us to maximise working windows and ensure compliance with Chapter 8 New Roads and Streetworks Act (NRSWA).

Dene-Tech comments:

// We have been working with TSM since 2014 using their services to provide TM cover to assist us with Manhole & CCTV surveys within the water industry.

During this period we have never had any issues with the level of services provided. Their crews always arrive on site on time, correctly briefed and equipped to complete the works. The personnel that attend site always carrying out the work in a safe & efficient manner and are always willing to help and come with a 'can do' attitude.

Maintaining high levels of customer satisfaction

Customer Portal

All works are delivered via our bespoke, paperless in-house customer portal, comprising a unique desktop and mobile IT CMS system providing an end-to-end solution, from quotation to completion. With the option to receive emailed updates or for direct access via the client's own desktop login, the system offers total flexibility. Both options operate seamlessly from a central database, allowing photographs, dates, times and information to be accessed quickly and easily.

Commenting on TSM's Client Portal, Dene-Tech said:

We have always found the support and project management provided by TSM to be excellent. All quotations are returned in a very timely manner and TSM has a high level of understanding for the technical needs of each job. They will engage & discuss sites where they are to provide a service if the TM needs are complex, so we are aware of any complications before arriving on site. They are willing to work with clients around mobilisation dates & have never let us down in the 6 years or so we have been using the service.

Getting it right first time every time

Project Details

Title:	TCM for manhole & CCTV surveying projects for the water industry
Client:	Dene-Tech Services Ltd
Location:	Various across the UK
Start date:	2014
Duration:	2014 to present
Value:	Various
Contract:	TMC, Framework, resurfacing, utility & other
Type of work:	12A/B High Speed and 12D Low Speed
Job requirement:	Provision of Traffic Management Supervision to assist with surveying activities within the Water Industry