Developer Day
Our digital journey

Building a greener future for the North West

United Utilities

Water for the North West

Enhancing our digital offering

What improvements are we making?

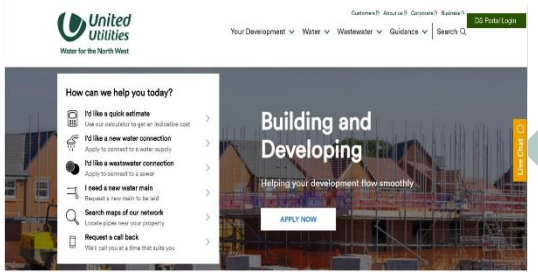
slido

Head to www.slido.com and enter the code: DigitalHub1

SightCall

Vyntelligence

Self Serve Web service



Customer Portal

Customer System

Personalised quote pack

Manage Your Account *

Application Submission with map access

Quoting

Application Status

Application Payment

Billing

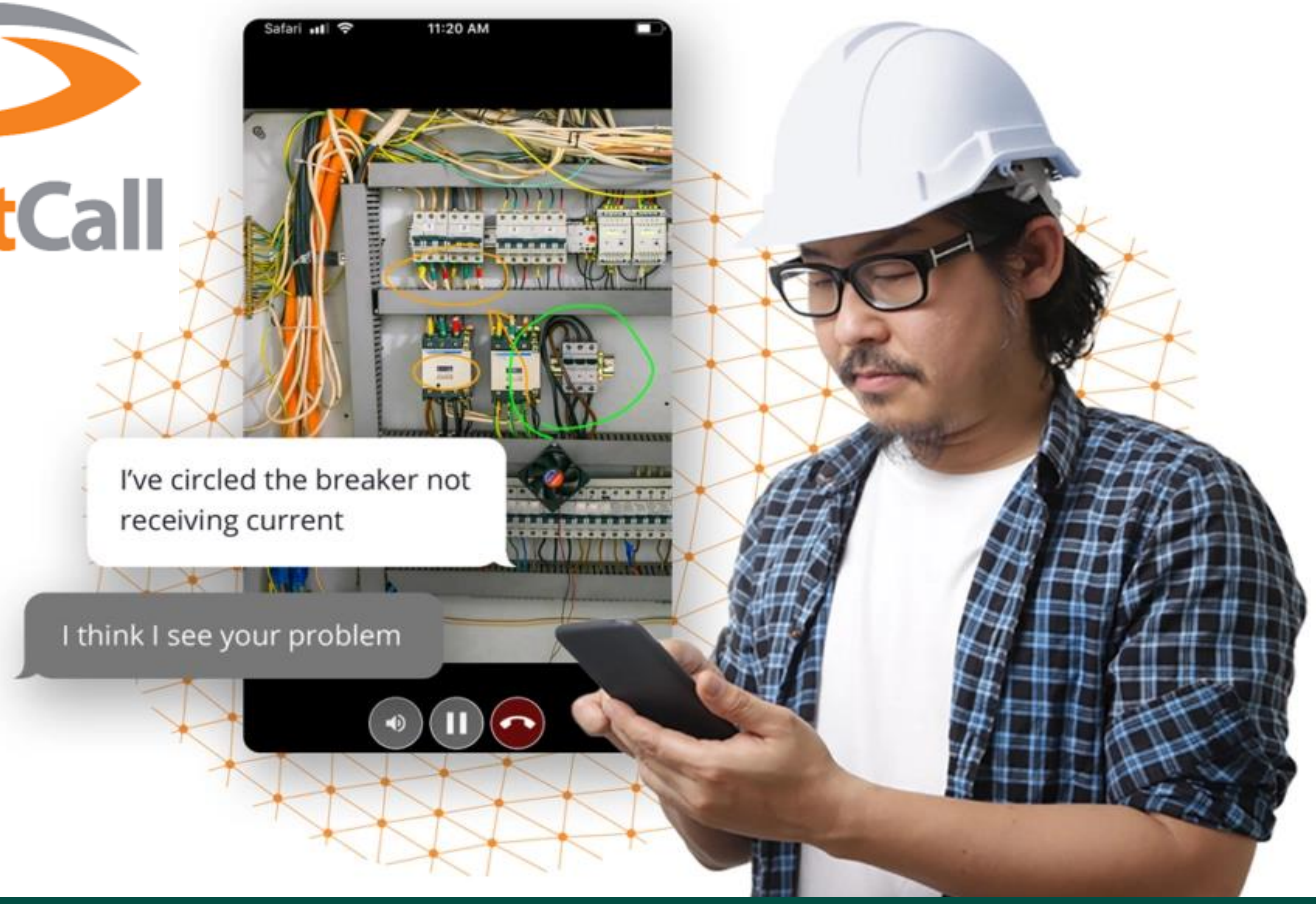
Application Support – Web Chat

Application Changes

Application Completion

SightCall

Sightcall is a **live video call** that helps you connect directly with UU colleagues in an interactive way where they can see and share information for faster problem resolution.

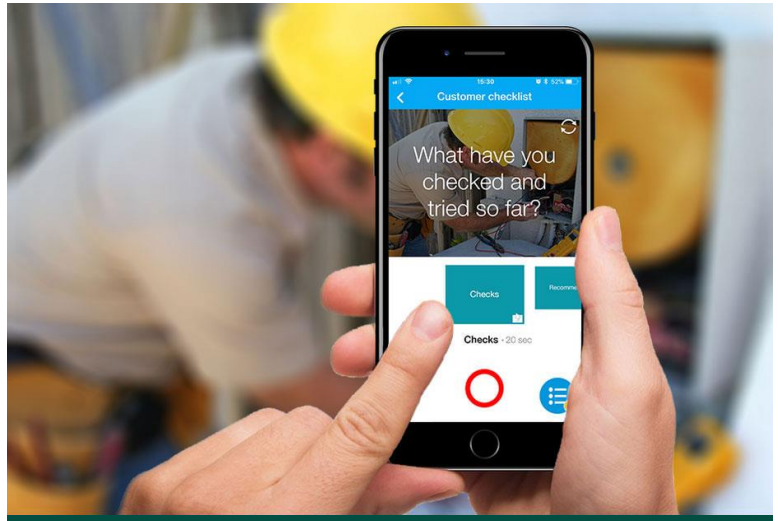


Developer Services colleagues are able to connect with you directly, record what they see, annotate any key elements and respond to your enquiries in real-time.

Avoids the need for emailing pictures and videos between you and our UU colleagues.

Vyntelligence (Vyn)

Submit information, videos and images virtually in one place. The intuitive interface guides you through the whole process – making sure you capture everything that's needed to progress you onto the next stage in the customer journey. Geo-location information is also attached.



Capture video and photographs of specific jobs

Sends back to UU automatically

Enables us to access data quickly and make decisions to progress your case efficiently

Any information you submit will be automatically assigned to your application in our system

UU are developing a vyn to automate the capture of the meter barcodes and automatically geo locate the meter. This data will automatically be uploaded into UU systems to avoid any manual data capture and the current use of the spreadsheet solution.

Head to the UU Hub for a full preview!

Some of the feedback you've shared with us…

Access to maps to enable application submission and understand the costs of connection is key

All looks straight forward and meets our needs, really useful getting the status change notifications to keep progress on track

Ability for the Developer to submit and pay for a Point of Connection application then nominate their SLP sounds great

Services on the Portal look great – is the [illegible] development going to be there and the ability to turn it into a live site using a flag/button?

Can I have an SLA I set to flag if a payment hasn't been made in a timely manner so I can chase it up ?

Being able to print/ download a report of where everything is up to will be really useful

Pre-population of application fields will really save time for us. Uploading documents and not limited by email size will really help

Great to have notifications about the status of applications from my Consultants so we can make sure actions are taken timely

I'd like to be able to request and pay for a map directly from the Portal

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Join in the conversation via Slido!

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Developer Services Customer Portal

A dashboard suited to your business
All sites / applications in progress

Corporate logon credentials allowing you to manage your own colleagues access to our

Ability to see your application status in real-time, receive updates once the status*

Request support / help via a web chat button

Ability to submit all water and wastewater applications online

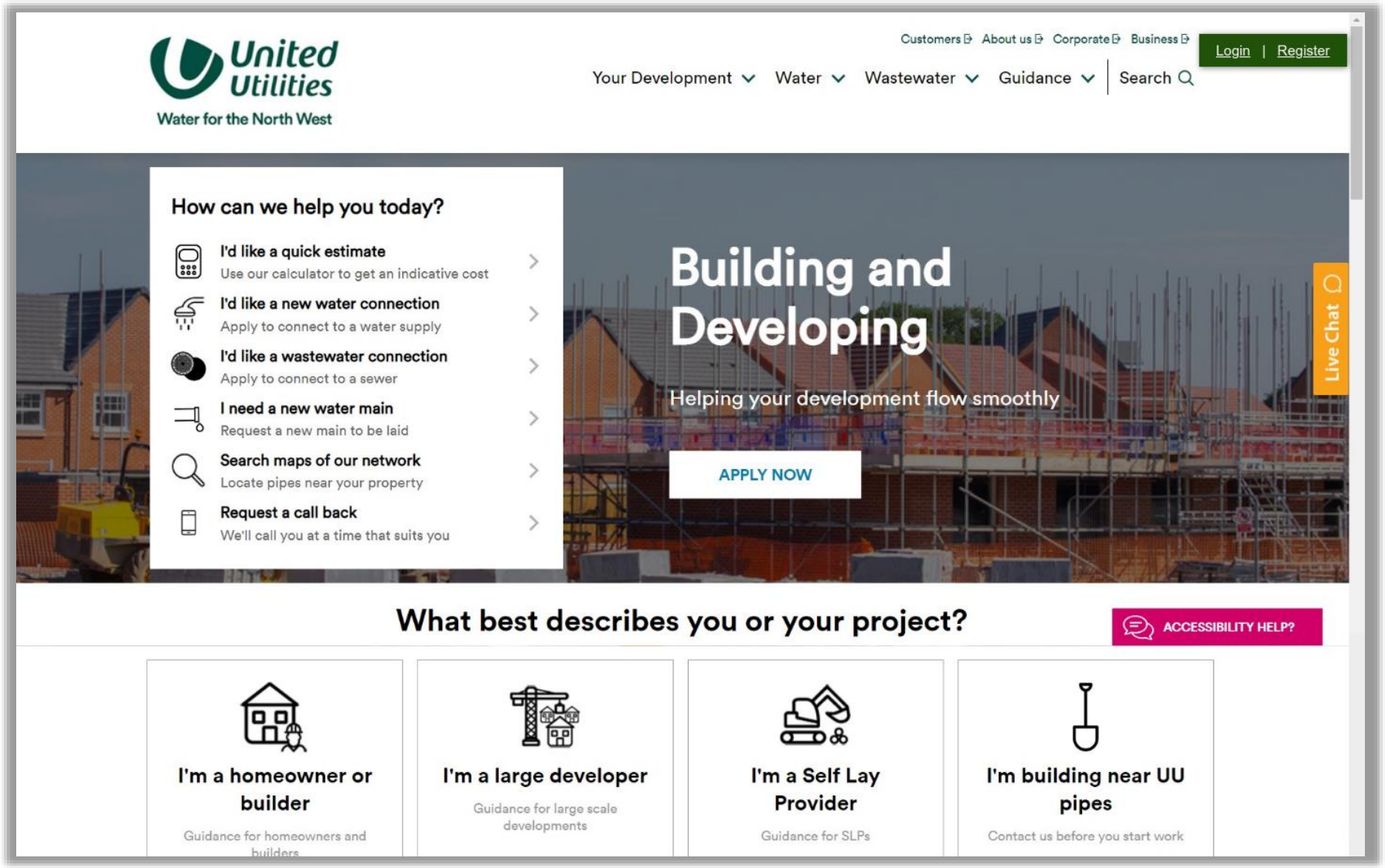
Ability to pay for your applications by online card payments / Bacs

Ability to obtain a budget quote via the portal

Upload key documents into the portal

Access to maps to supplement your application submission – ability to obtain our full UU asset

Landing page of Developer Services portal



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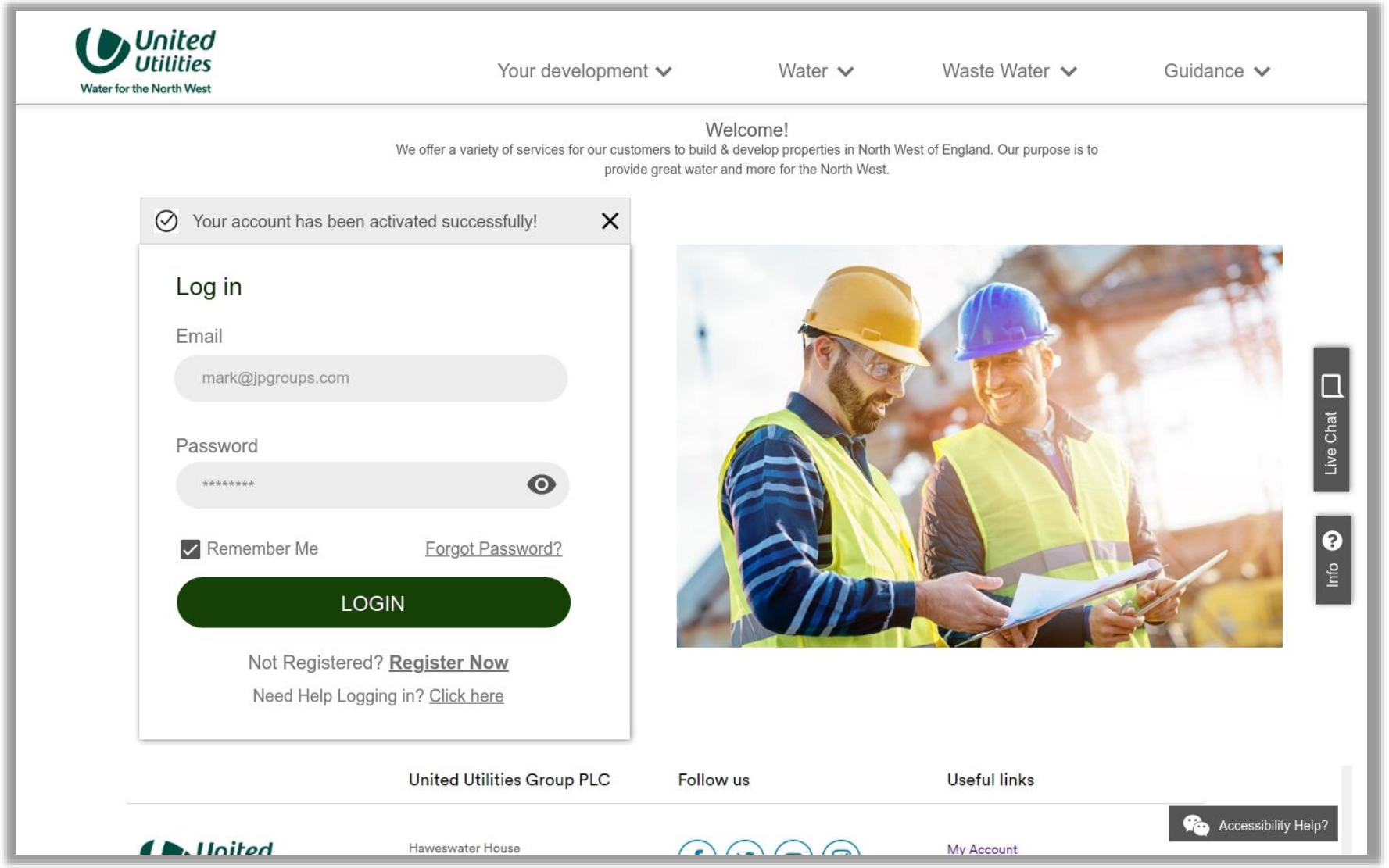
User account activated



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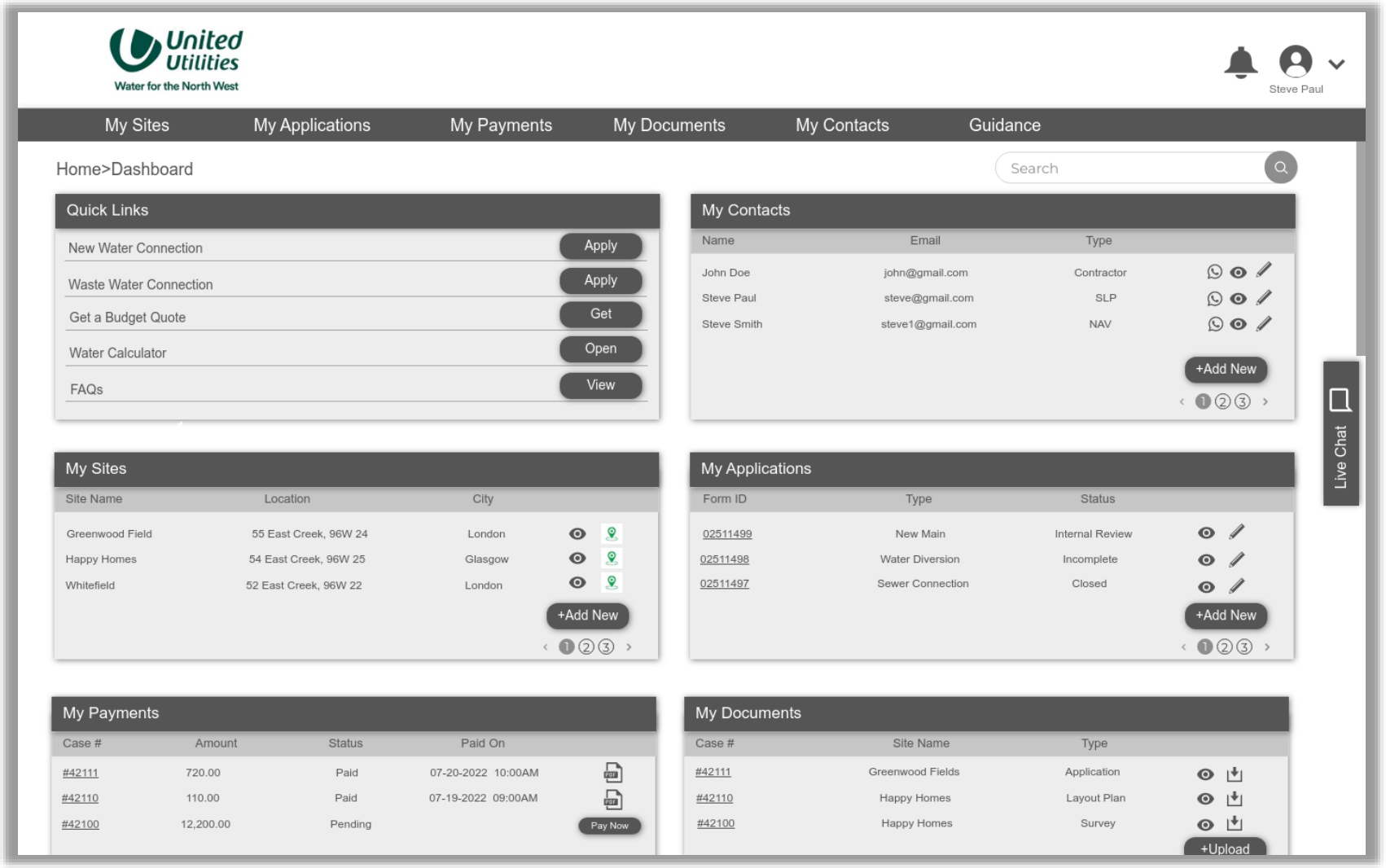
Portal dashboard



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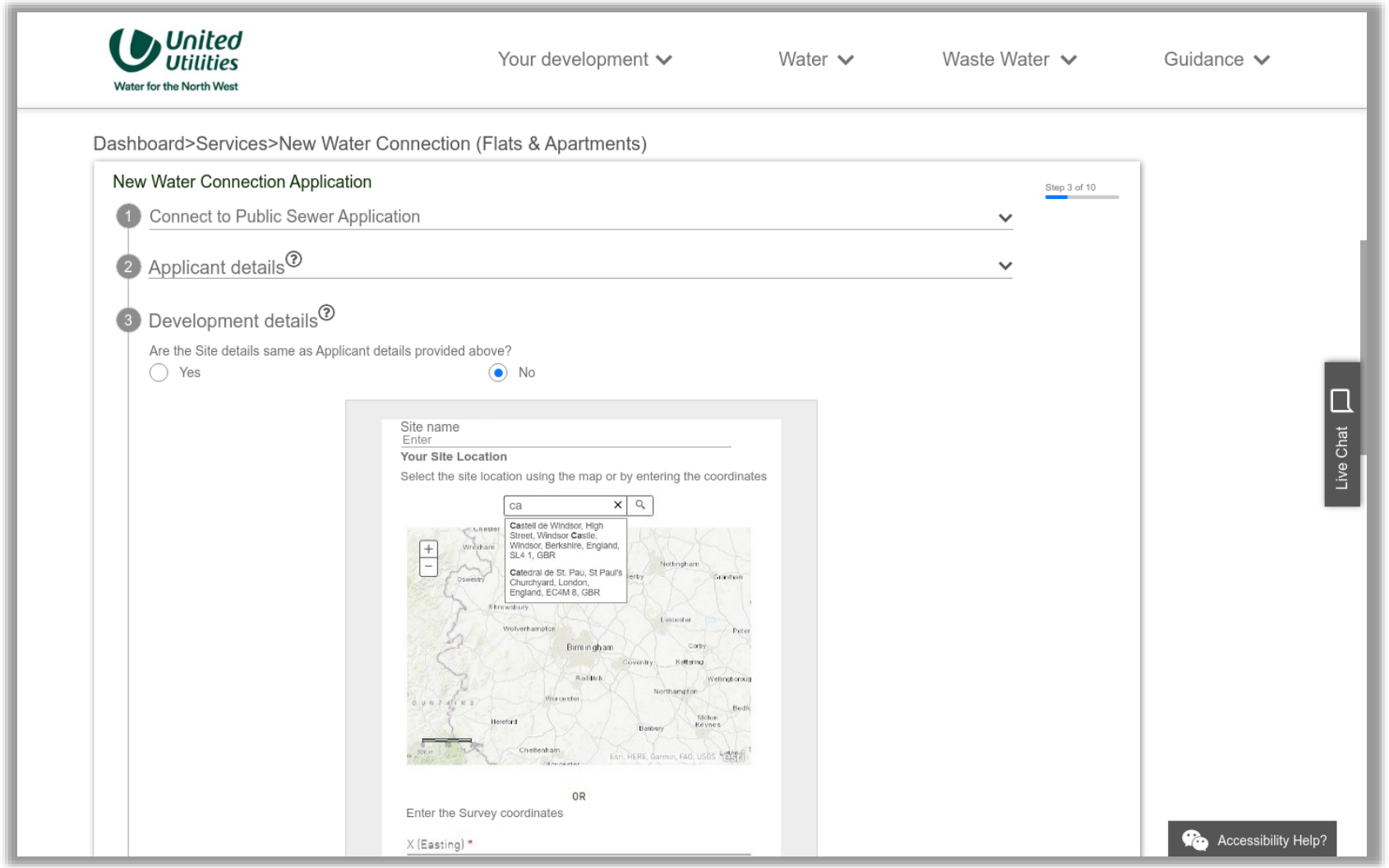
New water connection application



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We’d love to hear your feedback!

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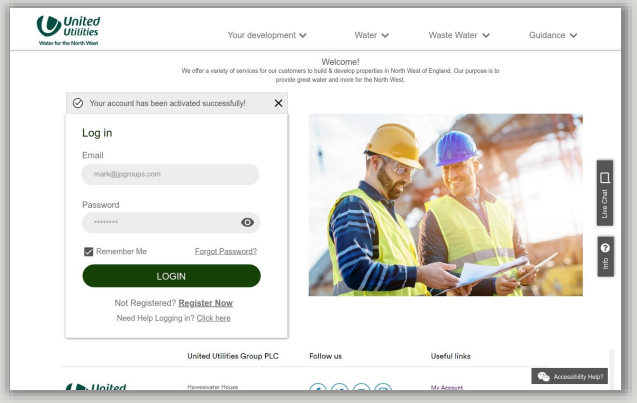
- In the free text space share any feedback on what you’ve seen so far in today’s presentation
- Please also the name and email address of the nominated admin user for your business (don’t forget to also put the name of your organisation in the comment)

Share your feedback on the following three areas:

1. Your feedback on the digital enhancements we’ve got in the works

2. Your nominated admin user details for our portal

3. What reports would you like to see in the portal