



Case Study

Heathrow Digital Control

CLIENT

TURNER & TOWNSEND FOR DELIVERY
TO HEATHROW AIRPORT LIMITED (HAL)

VALUE (TOTAL PROJECT)

£3BN OVER 5 YEARS

INITIAL PROGRAMME TERM

5 YEARS

GEOGRAPHIC EXTENT

UNITED KINGDOM

CLIENT STATEMENT

"This work was carried out during business as usual with the minimum impact to Heathrow. The selection of the product and then the Movement from BAU to riskHive was carried out exactly the same as how EcoSys was delivered.

The training to all was set at the correct level For the different types of people being trained. This was key to ensure buy in from all levels was achieved from day one.

The individuals who rolled out the training really demonstrated a passion towards the subject which was acknowledged by all who had the training."



riskHive®

**BEN JONES, HEAD OF CAPITAL PMO
HEATHROW AIRPORT LTD**

CLIENT'S REQUIREMENTS

Heathrow Airport Limited is a large-scale capital delivery organisation without specialised systems that recognised the need to transition from Excel to enterprise systems (a common database that runs across project lifecycle).

- Heathrow's current systems architecture was inefficient & unintegrated.
- Lack of integration resulted in additional resource, duplication of effort, manual intervention, and double handling of data.
- Reporting was static, and any ad-hoc requests for information outside of the normal month end requirements were difficult to compile and took too long to turnaround.
- Inflexible, and difficult to react to changes in regulation.

The riskHive system offered to Heathrow would retire the current ways of working and digitise the risk management process, following the Identify-Record-Assess-Respond-Control process, be able to classify by Threats and Opportunities, attach assumptions and identify risk ownership.

- Turner & Townsend would support the riskHive implementation from defining requirements to the production of the bespoke system.
- Risks would be aligned to the Data Model.
- riskHive would support data for Risk Exposure (EAC) calculations and root cause categorisation.

OUR CONTRIBUTION

riskHive provided Turner & Townsend the ERM software, who in turn provided this to the client as a service that would be hosted by T&T consultants throughout the iH7 framework.

Turner and Townsend:

- Had the commercial relationship with the client.
- Lead on Requirement's definition, Solution design, Ready environments Testing, Acceptance, Business readiness & Production.
- Successfully delivered the software offering of riskHive as a service for the client.
- Ensured that the client's business was ready for the implementation of the new system and ways of working.

riskHive supported Turner & Townsend throughout the project by delivering the software configuration according to their specifications and the provision of Administration training. With our costs for services fixed and our dedicated account management personnel, we were able to support Turner & Townsend team to deliver their project to the client on time.

Post 'Go-Live', riskHive have continued to support Turner & Townsend with configuration support as their system requirements were refined and more users engaged with the system. We have since produced several system enhancements as a direct result of Turner & Townsend's feedback and engagement with our ERM system.



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