



BROCHURE

U.K. water and wastewater





Discover connected operations management that supports compliance and excellence.

In the U.K. water and wastewater industry, operations management and shift handover procedures too often rely on inadequate and time-consuming tools. The result? Disconnected and unclear information that leads to organizational risks and inefficiencies.

The tools include paper spreadsheets, word processor documents, scattered databases, email, whiteboards, inconsistent verbal meetings, phone calls/radio, text and instant messages and multiple MES applications.

Industry leader, Thames Water, adopted Octave Tempo Operations Management (formerly j5 Operations Management Solutions) to provide better visibility, retrieval and auditability of control information and a data repository for trend analysis. Tempo Operations Management standardizes shift logs, event logs and escalation processes across shift patterns in water control departments. The reporting functionality in the solution also benefits other stakeholders. Ultimately, there is more visibility available to support asset investment decisions and event wash-ups.

"Tempo Operations Management has given greater visibility of ongoing issues and given us a consistent and accountable handover tool."

Major water companies agree that logging routine information is key to providing an effective and informative shift handover, which enables the sharing of relevant information between operational teams. A structured escalation process also helps water customers tackle emerging risks quickly. This reduces the risk and severity of events.



Tempo Operations Management also provides more comprehensive business benefits, such as:

- Contributing to company-wide outcome delivery incentives (ODI) in water quality, energy and more
- Meeting the security and emergency measures direction recommendation that water companies have an electronic logging system
- The ability to demonstrate to both the environment agency and the drinking water inspectorate (DWI) that requirements can be met as a control function
- Delivering the standards required to maintain quality management accreditations such as ISO 9001
- Reducing the risk of compensation to external parties



Employee adoption is critical to the success of any electronic logbook and shift handover solution. Water industry customers using Tempo Operations Management have found the digital approach to be faster, clearer and easier to use than legacy processes, while providing greater visibility into shift activities when returning to work.

Teams across the water supply have gained value from the solution and the streamlined processes that maximize the platform, including:

Team	Tempo Operations Management benefits
Operations management teams: shift operators, senior shift operators, network operators, senior network operators, operations control managers, operations control duty managers, area operations managers	An easy-to-use system to replace existing spreadsheet and document logs A clear, standardized process for capturing and escalating logs Quicker identification and resolution of emerging risks Reporting data to support asset investment decisions
Compliance teams	Easier to identify compliance risks and spot opportunities for further process improvements
Water quality teams	Standardized processes for logging and escalations on water quality events, with reduced likelihood and severity of event impacts
Event and incident teams	Visibility of logs and escalations in a single location help with event management



Tempo Operations Management helps water companies comply with the Health and Safety Executive (HSE) recommendations for effective shift handover.

To ensure safe shift handovers, organizations should:

- Identify higher risk shift handovers
- Develop clear, consistent communication
- Emphasize the importance of shift handover
- Provide procedures for shift handover
- Plan for maintenance work to be completed within a single shift whenever possible

Shift handover should be:

- Conducted face-to-face
- Two-way, with both participants taking joint responsibility
- Done using both verbal and written communication
- Based on an analysis of the information needs of incoming staff
- Given as much time and resources as necessary

Improvements should also be made by:

- Designing support equipment, such as logs and computer displays, with consideration of the operator's needs
- Involving the end users when implementing any changes to existing communication methods at shift handover

This gives water company personnel confidence at shift handover and more time to operate their assets effectively, resulting in the following benefits:



01

Increased
safety confidence



02

Processes with
stakeholder buy-in



03

Alertness to
problems



04

More time to
operate water
assets effectively



05

Heightened
responsibility



06

Renewed
motivation

Visit www.octave.com for more information on
Tempo Operations Management.

About Octave

Octave is a leader in enterprise software, turning data into decisive action and intelligence into your edge. Our software solves for and simplifies complexity, from the design and build to operations and protection of people, property and assets – for any scope, at any scale. For decades, we've partnered with customers to sharpen performance, elevate efficiency and amplify results. From factory floors to entire cities, our solutions are tuned to scale up what's possible from day one onward.

©2026 Octave Intelligence plc and/or affiliates. All rights reserved.