



CASE STUDY

Thames Water achieves consistent and accountable shift handover with Octave Tempo Operations Management implementation

Key facts:

Company: Thames Water

Website:
www.thameswater.co.uk

Industry: Water and Wastewater

Country: United Kingdom

Octave products used:
Tempo Operations Management (j5 Operations Management Solutions)

Thames Water is the U.K.'s largest water and wastewater services company.

Every day, Thames Water supplies around 2,600 million liters of tap water to 9 million customers across London and the Thames Valley and removes and treats more than 4 billion liters of sewage for 15 million customers, 27% of the population of the U.K.

Thames Water is responsible for a range of water management infrastructure projects, including Europe's largest wastewater treatment works and the U.K.'s first large-scale desalination plant.

The challenge

Thames Water was using inconsistent, time-consuming tools in its operations control center and for its shift handover process, including spreadsheets, paper forms, word processor documents and verbal meetings, resulting in organizational risk and inefficiency.

To solve this, Thames Water commissioned an electronic logbook project to provide greater visibility, retrievability and auditability of water control information. A data repository for trend analysis was also required. Thames Water wanted to standardize shift logs, event logs and escalation processes across all shift patterns in water control.

The company also wanted a solution with excellent reporting functionality that would

benefit stakeholders across water supply, with the aim of reports being available to support asset investment decisions and event wash-ups.

How Tempo Operations Management solved the problem

Thames Water evaluated several electronic logbook solutions in the marketplace and selected Tempo Operations Management. Octave Tempo Operations Logbook (formerly j5 Operations Logbook), Octave Tempo Shift Handover (formerly j5 Shift Handover), Octave Tempo Work Instructions (formerly j5 Work Instructions), Octave Tempo Standing Orders (formerly j5 Standing Orders) and Tempo Operations Management templates fulfill Thames Waters electronic logbook requirements.

Tempo Operations Management logs crucial routine information and provides an effective and informative shift handover that facilitates sharing of relevant information between operational teams.

The structured escalation process within Tempo Operations Management benefits Thames Water customers, with emerging risks tackled quicker, reducing the risk and severity of events. Additionally, a custom Tempo Operations Management application for handling events was created to support the work of the duty managers.

Benefits of Tempo Operations Management

Tempo Operations Management provides more comprehensive business benefits to Thames Water, such as:

- Contributing to company-wide outcome delivery incentives in water quality and energy
- Meeting the security and emergency measures direction recommendations that water companies have an electronic logging system
- Aiding demonstration to both the Environment Agency and the Drinking Water Inspectorate (DWI) that requirements can be met as a control function
- Supporting the standards required to maintain their quality management accreditations, such as ISO9001
- Reducing the risk of compensation to external parties



Employee buy-in was a crucial part of Thames Water's electronic logbook project. Tempo Operations Management users find it quicker and clearer than the older processes (spreadsheets, paper and word processor documents), providing enhanced visibility to returning shift workers.

Many teams across water supply have benefited from Tempo Operations Management and the improved business processes, which have been aligned to get the best out of the Tempo Operations Management applications, for example:

Operations management teams: a system for shift and event entries to replace existing spreadsheets and documents. Clear, standardized processes for logging and escalations. Support structure for escalations and quicker resolution of emerging risks. Reporting data to support asset investment decisions. Reduced risk and severity of events, such as reducing reactive works at water treatment works.

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 learning teams: visibility of entries and escalations in a single location to aid the event-learning process

"The implementation of Tempo Operations Management across the water control function has given greater visibility of ongoing issues and given us a consistent and accountable shift handover tool."

Ant Tyler
Systems Operations
Compliance Manager
Thames Water

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.

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