



SMARTER**WX**

# Protecting Critical Assets – with a digital transformation mindset

Global leader in digital transformation within the damage prevention industry Before You Dig Australia (BYDA), has pioneered how underground infrastructure is safeguarded through innovation and automation. BYDA's latest release introduces new service features designed to significantly reduce risks associated with underground work by simplifying response management.

## Transforming an industry

As the national provider of vital safety information protecting Australia's underground assets and infrastructure, BYDA manages more than 10,000 daily enquiries from governments, civil construction, builders, homeowners and utilities.

Essential to its operations is SmarterWX, a software platform that processes more than 15 million referrals each year, enabling BYDA to prevent damage and disruption to more than \$465 billion of critical underground assets.

In 2021, BYDA underwent significant change, digitising its systems with SmarterWX, powered by Esri's ArcGIS platform. The digitisation deployed smart mapping technology to deliver a safer, faster, digital experience. The platform granted instant access to critical safety information, enabling workflow automation, and support for both asset owners and field workers.

## Keeping pace with user needs

A typical enquiry for BYDA results in six responses from various asset owners with approximately 30 documents (plans and safety information) to review. In urban areas, enquiries can result in up to 20 asset owners being notified, with users needing to collate emails from each owner and review in excess of 100 documents before excavating.

BYDA and SmarterWX recognised an opportunity to reduce the administrative load on service users interpreting results. The SmarterWX application helps minimise risk as it lightens the cognitive burden on users.

## The solution

The latest feature and innovation set to improve BYDA's referral system is response collation, which is a game changer in the way information is communicated, streamlining the referral process, eliminating confusion, and creating efficiencies.

The feature consolidates asset owner responses into a single digital interface, significantly reducing response times and enhancing information accessibility for workers and the community. The new interface provides one smart location for users to store, manage and access current and past enquiries. In addition, the solution provides a 'one click' option to download all responses in a single file.

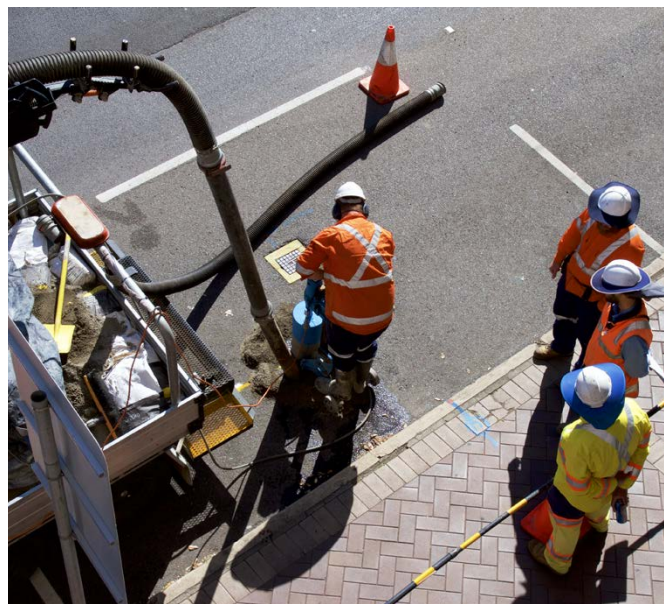
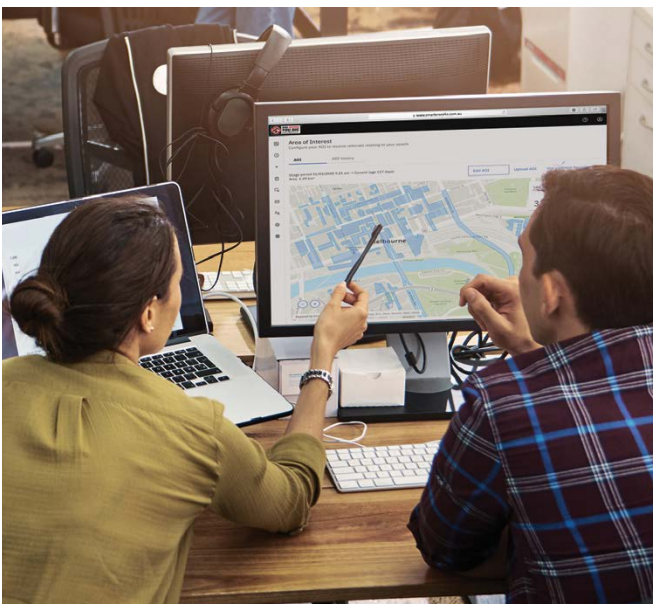
The upgrades are part of BYDA's technology roadmap, created in collaboration with SmarterWX and focus on continuously evolving systems to drive improvement.

Gone are the days of only sharing static PDFs. SmarterWX is meeting industry demands for interactive maps and GIS compatible data sharing.

The solution design was informed by input and research including in-app survey feedback, discussions with users, enquirer workshops, member webinar feedback and user testing.

Globally our industry is being challenged to make advancements and set new standards for integrating technology into damage prevention. SmarterWX is one of the tools helping us innovate and respond to member needs.

Mell Greenall -  
CEO, Before You  
Dig Australia

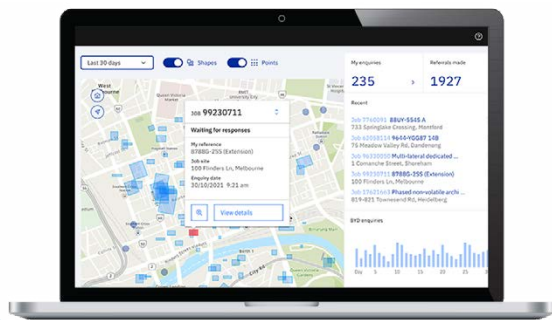


## Realizing the benefits of technology improvement

Response collation technology can potentially reduce risks associated with working near underground assets by delivering a single, unified view of all sub-surface infrastructure within the work site.

### SmarterWX

- streamlines workflows
- increases in-field and in-office productivity
- reduces on-site risk
- helps protect assets



SmarterWX technology enables BYDA to put both member and community needs front and centre in its decision-making - whilst fostering an innovation and digital transformation mindset.

BYDA is a leader globally, helping set the standard for integrating technology into damage prevention, delivering safer, more efficient management and protection of underground infrastructure. As a membership-based organisation, BYDA's goal is to keep the community, asset owners, construction companies, local government, electricity, water, oil and gas providers safe and their assets protected.

As a key technology partner, SmarterWX is committed to continuous innovation to help deliver on BYDA's goal of zero damage, zero harm.

"Via continuous improvements to its digital infrastructure and in partnership with SmarterWX and Esri Australia, we have been able to respond to user expectations and evolve our system to improve the user experience," said Ms Greenall.

BYDA and SmarterWX are continuing to evolve together, to respond to user demand and future-proof its service.

## Contact SmarterWX

For more information visit [www.smarterwx.com](http://www.smarterwx.com)

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