

Case Study



UK Power Networks Deliver Major Pole Labelling and Data Insights Upgrade at Low Cost Using CHiME.

500,000 Poles Labelled and GPS Photo-Captured 2 Years Ahead of Schedule by Less Skilled Contracting Staff Using Their Own Devices and Minimal Training.

UK Power Networks faced a major operational challenge: how to find a new way to uniquely identify, label and geotag nearly half a million wooden poles across its East region - without overextending internal teams or budgets.

By selecting CHiME, they enabled over 60 contractors, with minimal training, to work independently using their own devices.

This approach allowed UK Power Networks to complete the programme nearly 2 years ahead of schedule and under budget - delivering verified, high-accuracy data at scale.



Project Overview

As the UK's largest electricity network operator, UK Power Networks needed a solution that could be deployed quickly - without relying on specialist or costly equipment - and capable of delivering accurate, verifiable data.

The original 4-year plan depended on specialist engineers and expensive hardware, but the scale of the task made this project unsustainable.

Following a detailed evaluation of alternatives, they selected CHiME - a field-friendly application that delivers asset-driven data collection faster and more cost-effectively than traditional methods. CHiME offered a leaner approach, deployable within weeks and operable by contractors using their own smartphones.

The result: 99% pole location accuracy, verified on-site data, and thousands of previously undocumented assets now captured and visible in under 2 years and below budget.

Key Challenges

Before implementing CHiME, UK Power Networks faced a number of operational and logistical hurdles that made the asset labelling programme difficult to scale.

These challenges not only threatened the timeline and budget but also posed risks to data accuracy and field safety.

- Incomplete and unreliable location data
- Reliance on specialist field engineers
- High equipment and training costs
- Limited compatibility with contractor devices
- Risk of inaccurate or off-site reporting

The CHiME Solution



Bring Your Own Device (BYOD)

Contractors used their own smartphones, eliminating the need for laptops or specialist hardware.



Prescriptive Workflow

Step-by-step guidance enabled lower-skilled workers to complete tasks safely and consistently.



Geotagged QR Code Scanning

Workers scanned QR codes on-site, capturing accurate location data and confirming physical presence.



Photo Uploads for Verification

Real-time photo capture provided visual proof of work and enhanced data integrity.



Public Engagement

QR codes allows residents to report damage or safety concerns directly.



Rapid Deployment

CHiME was operational within weeks, bypassing traditional IT bottlenecks.

Results and Strategic Impact

Accelerated Delivery

The programme was completed nearly 2 years ahead of schedule and under budget, thanks to simplified workflows and the use of contractors' own mobile devices (BYOD).

Efficient Resourcing

Over 60 contractors operated with minimal supervision, reducing reliance on internal engineering resources while maintaining consistent quality.

High-Accuracy Data Capture

The project achieved 99% location accuracy, significantly improving data integrity and enabling more informed operational planning.

Enhanced Asset Visibility

Thousands of previously undocumented assets were identified and recorded, enhancing network visibility and asset traceability.

Scalable Application

CHiME has since evolved into a multi-purpose contractor portal, now supporting additional workflows such as tree cutting and capital works.

Long-Term Value

Early implementations remain active today, upgraded to modern technology but retaining their core functionality - a testament to CHiME's durability, scalability, and long-term value.



60+ contractors deployed with minimal supervision - reducing reliance on specialist field engineer resources.



CHiME let us train contractors quickly, deploy them using their own devices, and verify every job was done on-site – all while delivering the program ahead of schedule and under budget.”

Andy Horstead | Senior Asset Engineer, UK Power Networks