



CASE STUDY 301: BUREAU & AMR PROGRAMME

**Littlewoods
Shop Direct Group**
The UK's biggest shop @ home group

LITTLEWOODS LEAD THE WAY IN AMR

About Littlewoods

Littlewoods Shop Direct Home Shopping Limited is the UK's leading on-line and home shopping retailer with annual sales of around £2 billion and five million customers.

To support the expected growth of on-line retailing **Littlewoods** Shop Direct Group has a highly valuable and efficient infrastructure that no other UK retailers can rival – sourcing, warehousing, single pack distribution and home delivery to customers.



Speke Aerodrome – Littlewoods headquarters

In January 2006 they moved in to a new £31m state-of-the-art head office in Speke, South Liverpool. A breathtaking grade II listed former aircraft hanger, Skyways House provides employees with an open and exciting working environment; with all the high quality facilities a modern head office should offer.

Case History

In September 2006 **STC** were commissioned to adopt the Energy Bureau for **Littlewoods** from another large consultancy. Their objective was to develop a more sophisticated energy programme to accurately monitor their energy and water consumption.

As with all **STC's** Bureau contracts, a high specification Service Level Agreement (SLA) was agreed as part of **STC's** ISO 9001 Quality Assurance system.

The first stage of the programme was to populate **STC's** database with all assets, buildings, accounts and invoices. This was successfully completed within one month.

Stage two required **STC** to use stringent bill validation procedures to identify large savings that had been missed by the previous bureau provider.

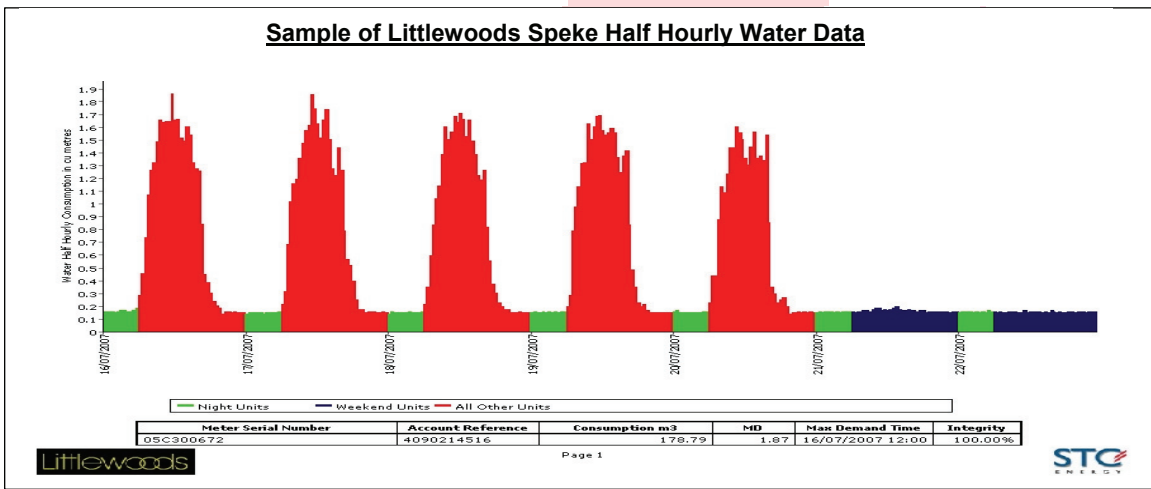
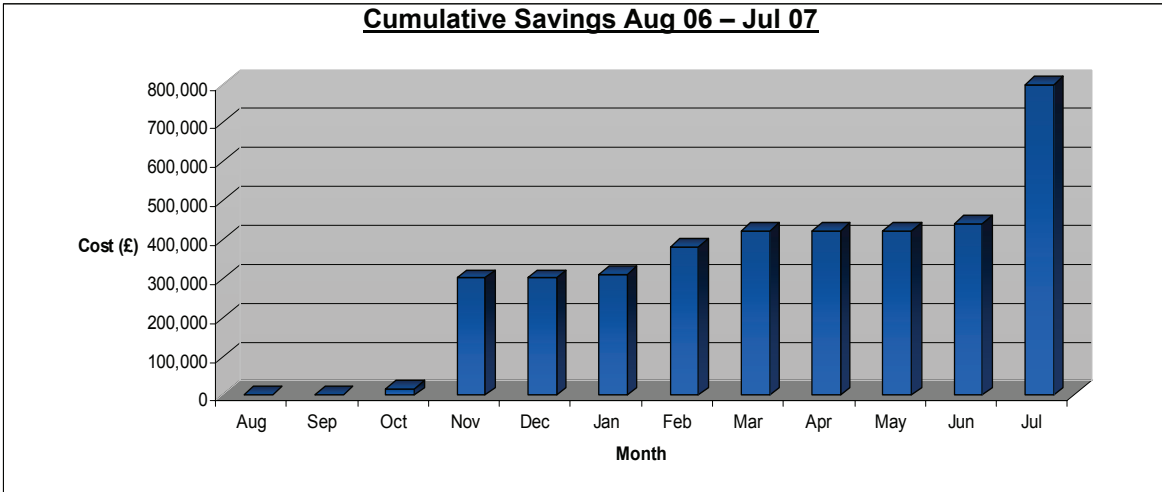
By October 2006 **Littlewoods** were eager to develop their monitoring and targeting strategy that would include AMR facilities for the majority of sites within the group.

STC were able to work closely with **Littlewoods** to develop a fully managed roll out programme. The objective was to obtain half hourly data for electricity, gas and water supplies throughout the estate using GSM technology.

STC now provide on-line day plus 1 data flows to **Littlewoods** and bespoke energy reports are used to manage their consumption.

The project has established **Littlewoods** as pioneers in multi-utility AMR within their sector.

Key Achievements



On Going Services

Apart from bureau, AMR and bill validation processes **STC** also provides **Littlewoods** with other efficiency gains and value added services. These include:

- Monthly electronic and paper payment spreadsheets to correctly allocate all payments and credits to the correct cost centres.
- Site operations project management services to ensure timely and economical installations for new connections and supply changes.
- Access to data via **STC's** on-line web reporting portal allowing access to detailed analysis of data and production of a wide variety of reports and graphs in a secure environment.

Negotiated a National MOP agreement to aggregate all HH supplies bringing significant cost savings.

STC are also embarking on a project to produce EU Energy Building Labels for all sites.

Conclusion



Matthew Jacques: LWSDG Group Property Director

*"Moving to AMR with **STC** has proved of great value to **Littlewoods** Shop Direct Group, it has improved cash flow through less funds tied up in estimated and disputed bills, it allows accurate utility tendering, budgeting and forecasting and it has provided powerful, timely data to support our energy and carbon management programme"*