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ideas



Changing tracks: Western Program Alliance takes a novel approach to innovation for major infrastructure transformation

Organization chooses leading innovation and project management consultants, Consulcad and edison365, the world's only innovation management platform built for Microsoft 365, for one of Australia's largest safety and congestion improvement projects.

Australia's second-most populous city, Melbourne, boasts a population of over 5 million people, within an urban land mass of almost 10,000 square kilometers. Every day, thousands of people move in and around the city across a vast network of roads and rail. With the city's population set to reach 8 million people by 2050, enhancing the safety and security of this vital component of its transport infrastructure is a top priority for the Victorian State Government.

Increasing safety, reducing congestion

Nowhere are these safety and traffic congestions concerns more acute than the State's level crossings. In 2017, the Victoria State Government launched the Level Crossing Removal Project (LXRP). The goal of the project is to remove 75 of the most dangerous road-rail crossings across the State.

As the largest rail infrastructure project in the State's history, the LXRP was divided into multiple delivery alliances that included the Western Program Alliance (WPA). The WPA is made up of Arup and Mott MacDonald (as design partners); MTM (as network operator) and McConnell Dowell (as lead/construction partner).



Industry

Construction

www.levelcrossings.vic.gov.au



Location

Australia



Challenge

Finding new ways to drive innovation across the alliance



Products and Services

edison365ideas



Results

A successful innovation framework and tool to make ideas pay



Partner

Consulcad



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Meet Consulcad:

www.consulcad.com

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Phil Hendy, Innovation and Continuous Improvement Manager,
Western Program Alliance

An 'Innovation-led Framework' for change

The scale and complexity of the WPA's task cannot be underestimated. There are many competing interests that have to be managed: disruption during these major works must be minimised; environmental and sustainability concerns have to be addressed and the thousands of workers involved in the WPA must be trained to arm them with all the skills and expertise they need to ensure the Alliance's success.

To manage all these competing interests, the WPA placed the adoption of a rigorous, consistent and centralised approach to innovation at the heart of the delivery of the Alliance's goals.

The WPA decided a joined-up two-pronged approach was needed:

An Innovation Framework that connected its ideation processes with all of the Alliance's operations. The connection to all of Alliance's operations was the main concern with their previous innovation management software.

This would be underpinned, from a technology perspective, by a capable and sophisticated but intuitive innovation management software solution. Together, this approach and software would ensure new ways of working were captured, evaluated and shared with the Alliance that could also become best practices within the broader LXP.

Enter Consulcad and edison365

Consulcad was selected as the WPA's innovation management specialist and edison365ideas was chosen as the underlying technology to support innovation within the Alliance. "After an exhaustive market evaluation, we concluded that Consulcad and edison365 were the best choices for this programme," said Phil Hendy, Innovation and Continuous Improvement Manager at the Western Program Alliance. "Consulcad has built a robust and comprehensive end-to-end Innovation Framework suitable for such a large-scale, long-term public infrastructure project. Their targeted engagement has led to a tailored framework that aligns with our culture and systems. edison365 has given us an equally sophisticated, yet simple to operate and manage, innovation delivery software platform that was built to work with Microsoft 365 from the ground-up."

The Innovation Framework provides an invaluable route-map for the delivery of great ideas and has given every member organisation within the Alliance a shared understanding of what, where, when and how ideas get executed.



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Hendy explained, "Consulcad has already demonstrated that they have the local expertise we need, as well as a deep understanding of our operating environment and innovation goals."

Underpinning the delivery of the Innovation Framework is the edison365ideas software. By providing a central repository for all of the Alliance's ideas, the Alliance is translating its ideas into action, improving collaboration across multiple teams, sites and partners to deliver impactful innovation across the project with total confidence. "What we value about edison365ideas is that it is completely connected to our workflow, the Consulcad Framework and is totally in-sync with our internal innovation processes, which are sophisticated and involve multi-stage implementations, as well as being aligned to all our strategic priorities," added Hendy.

"The edison365 software gives the team a sophisticated, yet easy to use tool to capture, evaluate, rate and share ideas with all the Alliance and the wider LXP team."

Results so far:

- **400+ employees on platform**
- **End user training supplied**
Over 20x increase in rate of ideas captured
- **Change Management workshops**
- **PowerBI reporting used to show innovation performance throughout the organization**



While it's still early days for this latest stage of the WPA's innovation journey, the framework built by Consulcad, and the edison365 software, is already starting to help the Alliance realise the benefits of innovation.

"We believe we have the right solution in place to meet our immediate and long-term needs," concluded Hendy.

"In the past weeks, it's been really exciting to see the high levels of participation, engagement and collaboration that we're achieving across all Alliance member organisations. Every day, increasing numbers of ideas are being added and evaluated using edison365ideas and the Framework built by Consulcad. With the support of Consulcad and edison365 we're convinced that our reinvigorated approach to innovation will help us maximise the success of our Alliance."