

Halo

Land Management

STREAMLINING STANDARD OPERATING PROCEDURES FOR A MAJOR UTILITY COMPANY

OBJECTIVE

- Develop streamlined SOPs and exhibit standards for the client's ROW processes.
- Enhance operational efficiency and reduce bottlenecks caused by staff reductions.
- Complete the task ahead of schedule to quickly provide relief to the client's operational challenges.
- Ensure the new procedures could be easily adopted across the client's company and by other service brokers.



Our mission is to be the trusted partner for our clients, offering comprehensive land services that drive their projects forward and contribute to their long-term success. We are dedicated to building lasting relationships based on mutual respect, collaboration, and shared goals.

PAUL KNIGHT

Director of Right of Way

INTRODUCTION

Halo Land Management, a technology-driven nationwide provider of land services, was approached by a leading utility company to develop new standard operating procedures (SOPs) and exhibit standards. This request stemmed from the client's need to streamline their internal processes, which had been hindered by recent staff reductions. Halo's Right of Way (ROW) team was tasked with this project, and their success not only benefited the client but also set a new industry standard.

BACKGROUND

The utility company, facing operational inefficiencies due to a reduction in staff, needed a more streamlined approach to manage their ROW processes. These inefficiencies were affecting project timelines and overall productivity. Recognizing the expertise and technological capabilities of Halo Land Management, the utility company sought our assistance to develop new SOPs and exhibit standards that could alleviate their internal challenges.

APPROACH

Assessment and Analysis

- Conducted a thorough assessment of the client's existing ROW processes.
- Identified key areas where inefficiencies and bottlenecks were occurring.
- Gathered input from the client's remaining staff to understand their specific challenges and needs.

Design and Development:

- Designed new SOPs that focused on reducing redundant steps and streamlining workflows.
- Developed exhibit standards that were clear, concise, and easy to follow.
- Leveraged Halo's technological tools and data-driven approach to ensure the new standards were both effective and efficient.

Implementation and Training:

- Collaborated closely with the client to implement the new SOPs and exhibit standards.
- Provided comprehensive training sessions for the client's staff to ensure smooth adoption of the new procedures.
- Created detailed documentation and user guides to support ongoing use and understanding of the new standards.



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RESULTS

- **Ahead of Schedule:** Halo completed the project ahead of the agreed timeline, providing immediate relief to the client's operational challenges.
- **Enhanced Efficiency:** The new SOPs and exhibit standards significantly streamlined the client's ROW processes, reducing time spent on tasks and improving overall efficiency.
- **Industry Adoption:** The success of the new procedures led the client to enforce the adoption of Halo's standards across other service brokers working with them.
- **Client Satisfaction:** The client reported high levels of satisfaction with the new procedures, noting improved productivity and smoother operations.

CONCLUSION

The collaboration between Halo Land Management and the utility company exemplifies the impact of innovative and efficient process design. By leveraging Halo's expertise and technology-driven approach, the client was able to overcome the challenges posed by staff reductions and enhance their operational efficiency. The adoption of Halo's standards by other service brokers further underscores the success and value of this project.

KEY TAKEAWAYS

- **Customization:** Tailoring solutions to meet specific client needs can lead to significant improvements in operational efficiency.
- **Technology Integration:** Utilizing advanced technological tools can streamline processes and provide sustainable solutions.
- **Client Collaboration:** Close collaboration and clear communication with clients are crucial for successful implementation and adoption of new procedures.
- **Industry Leadership:** Setting new standards that are adopted by others in the industry highlights the leadership and innovation capabilities of Halo Land Management.

FUTURE IMPLICATIONS

The success of this project has set a precedent for future collaborations with utility companies and other clients facing similar challenges. Halo Land Management continues to strive for excellence in providing efficient, technology-driven land management solutions that set new standards in the industry.