



Client Success Story

Brighton & Hove City Council modernises highways asset management with Brightly Software's Confirm

Client

Brighton & Hove City Council
Stacey Hollingsworth, Highway Strategic Asset Manager

Challenges

- Legacy asset management system was outdated and difficult to use
- Risk of missing or unreliable asset and inspection data
- Manual, paper-based workflows for contractors
- Fragmented resident reporting processes required manual triage
- Concerns around data migration, downtime and system security during Confirm implementation process

Results

- Rolled out Brightly Software's Confirm asset management platform
- Centralised asset data for council's highways, lighting, signs and rights of way
- Introduced mobile tools for real-time inspections and photo capture
- Integrated resident reporting forms directly into the system
- Delivered smooth migration with no downtime or data loss

Background

Brighton & Hove City Council has modernised the way it manages highways infrastructure after implementing Brightly Software's Confirm asset management system.

Brightly Software implemented Confirm with its five-stage process, known as the "Brightly Way", which makes moving to a new system as straightforward and low-risk as possible. The Brightly Way steps are: **Initiate, Adapt, Build, Validate** and **Adopt** – which together provide a clear structure as well as consistent support throughout the transition.

Following the successful roll-out, the council has improved its data reliability, streamlined contractor workflows, and created a more integrated approach to managing its asset information.

Moving beyond legacy systems

Prior to adopting Confirm, Brighton & Hove City Council relied on an ageing asset management system that had been in place for many years. Over time, it became increasingly difficult to use and maintain and required multiple workarounds to keep operations running.

One of the biggest challenges was the reliability and accessibility of asset data. Missing or incomplete records created operational risks, particularly when the council needed to verify inspection history or maintenance activity.

This was especially important when responding to infrastructure issues such as potholes, where accurate inspection records are critical to understand when assets were last checked or repaired.

Stacey Hollingworth, Highway Strategic Asset Manager at Brighton & Hove City Council, explains: "We were using a very old system and had to build lots of workarounds into it. It wasn't user friendly and we were concerned about losing data or not being able to rely on the information in the system."

Furthermore, field operatives and contractors found mobile tools associated with the old system difficult to use, which meant that many processes still relied on paperwork and manual data entry.

The council therefore needed to migrate a significant volume of historic data without losing records or creating operational downtime.



Implementing a new asset management system

Confirm was initially implemented for the council to more efficiently manage its highways inspections, street lighting, signs and lines, and rights of way. Since the roll-out, the council has started to expand its use to include newer infrastructure like EV charging assets.

Prior to the implementation of Confirm, the Brightly Software team ran workshops to find out how it could be tailored to the council's specific needs, which meant that Brighton & Hove City Council got the best out of the system – and maximised value – from day one.

Brightly Software also ran training sessions and provided continuous support to council team members to ensure they knew how to use Confirm, confidently, before it was made 'live'.

The system was tested thoroughly before launch and Brightly Software had its team members on-site during the 'go-live period' to support and guide users through the system and make final adjustments, as required.

This structured and supportive approach made the transition to Confirm easier for council team members and reduced the risks typically associated with changing systems. Despite initial concerns about disruption, the implementation process was completed smoothly. "There was no downtime," says Hollingsworth. "In fact, inspectors were able to get out and identify defects within an hour of the system going live."

Improving workflows for contractors and staff

One of the most significant benefits of implementing Confirm was the introduction of mobile tools for contractors and inspection teams.

Using Confirm's mobile capabilities, users can capture inspection information, such as photographs, and upload them directly to the system while onsite. Previously, such information had to be manually uploaded to the system after contractors returned to the office, which created delays and risks of human error. The new mobile functions have reduced these manual processes and improved the speed at which information is recorded and shared.

Contractors have responded positively to the change, particularly compared with earlier mobile systems that proved too complex for field use.



There was no downtime. In fact, inspectors were able to get out and identify defects within an hour of the system going live.

Stacey Hollingsworth

Highway Strategic Asset Manager
Brighton & Hove City Council

Faster processing of resident reports

Brighton & Hove City Council has also integrated its online reporting forms with the Confirm platform, which enables issues reported by residents to flow directly into the asset management system.

While the council had previously offered online reporting, requests often required manual processing before reaching the relevant teams.

The new integration allows reports to be routed automatically, which helps council team members to review and assign work more quickly.

This is particularly important for common issues like potholes, which are a high priority for residents and members of the community.

A platform for smart asset management

Brighton & Hove City Council sees the system as a foundation for managing a wider range of its assets and infrastructure. Future phases could include bringing additional assets into the platform, such as green infrastructure and parks, helping the council to build a more connected view of its asset network.

The implementation also reassured the council team that complex technology projects can be delivered successfully – with the right supplier support in place.

The project was delivered on schedule and within budget and resulted in Brighton & Hove City Council having a stable, advanced system to support its highways asset management for the future.