



**wasp**  
BARCODE TECHNOLOGIES

# Customer Success Story



**Environment  
Agency**

**"All of our engineers love the system** because they can see with a simple click what spares are available. They can also see in real-time what has been used and where."

— Josh Jordan, National Senior Electrical Engineer, Environment Agency

# The Client

## The Environment Agency

The Environment Agency, based in Bristol, England, is a UK public body tasked with protecting the environment and public health. Its responsibilities include managing flood risk, regulating pollution, overseeing waste management, and protecting water resources. The agency operates across more than 50 sites throughout the country.

## The Challenge

Before adopting InventoryCloud, the Environment Agency had no reliable way to track maintenance parts and supplies stored at its various sites. Engineers often had to travel just to verify what was on hand. Stock was dispersed, records were inconsistent, and tracking was done manually through outdated spreadsheets and handwritten logs.

This inefficiency cost time, money, and increased the agency's carbon footprint. Engineers and sub-contractors frequently made unnecessary return trips to complete simple repairs, all because the right parts weren't on site or couldn't be confirmed ahead of time.



# The Client

The Environment Agency

*"Wasp is a very easy company to deal with. Whenever we have any questions, **someone is always available to help.**"*

## The Solution

One engineer introduced InventoryCloud at a single location to manage stock levels of frequently used parts. When others saw how well the system worked, it was quickly rolled out to all 50 sites.

Now, the Environment Agency can remotely monitor what maintenance parts and supplies are in stock, when they're used, and which jobs they're used for. The team uses the system to spot patterns in repairs and identify recurring defects, helping prevent issues before they grow.

InventoryCloud also alerts users when stock is low, giving the team time to reorder and avoid downtime. For a distributed workforce, the ability to access all this data from anywhere has been a game-changer.





# The Client

The Environment Agency

*"I've already recommended InventoryCloud to colleagues **across the country**. I've shared our success, and many are now exploring how to fund a similar system in their areas."— Josh Jordan*

## The Result

Today, the Environment Agency tracks roughly 2,500 parts across its sites, ranging from components for pumping stations to parts for flood gates. Both internal engineers and external contractors use InventoryCloud to stay aligned and ensure the right parts are in the right place.

The cloud-based system allows field teams to check stock levels before leaving, reducing the number of wasted trips. On average, the agency saves at least three site visits per week, which adds up to approximately £72,000 (\$97K USD) in annual savings.

Staff onboarding was straightforward, supported by virtual training from a Wasp inventory expert. Now the agency operates with better stock visibility, fewer delays, and stronger environmental accountability.

"The sub-contractors have said InventoryCloud saves them a lot of time and effort because they know that the spares they need are at sites before they even arrive," said Jordan. "I've already recommended InventoryCloud to colleagues across the country. I've shared our success, and many are now exploring how to fund a similar system in their areas."

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