



Case Study



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Trevor Jones, Managing Director, Wirral Partnership Homes (Building Services Division)

Wirral Partnership Homes focuses on performance and local community needs

Wirral Partnership Homes Limited (WPH) was formed following the stock transfer from Wirral Borough Council. WPH manages the maintenance of approximately 12,700 homes based in the Wirral peninsula, as well as properties for other clients, including Wirral Borough Council and one other local registered social landlord.

WPH is committed to delivering an excellent and continually improving service and selected Civica's Servitor to assist improving the efficiency of the responsive repairs and maintenance function.

Servitor provides WPH with an integrated housing repairs and maintenance solution to manage appointment scheduling using Opti-time, mobile working, job management, stores and purchasing. The Servitor solution has helped WPH to deliver a better level of response to its tenants through the optimisation of resources, increased productivity of operatives and accurate management information to inform decision-making.

Trevor Jones, Managing Director, Wirral Partnership Homes (Building Services Division) said, "We opted for

Servitor because it offered us great functionality, and could integrate closely with our housing management and financial systems."

"The system, which went live in April 2007, has improved the efficiency of maintenance technicians by providing staff with faster information about repairs. When a tenant makes a request, Servitor can automatically allocate the job to the best-qualified technician and link to WPH's stock management system to ensure the right tools and parts are on the technician's van. This means people aren't constantly coming back to the office because they need a new part."

Floyd Adams, Business Support & Improvement Manager, Wirral Partnership Homes (Building Services Division) joined the business nine months ago, targeted with improving existing



Wirral Partnership Homes currently benefits from using the following Civica solutions



Workflow & Doc. Management



Contact Management



Revenues & Benefits



Housing



Environment



Traffic & Streets



Planning



Finance



Legal



Pensions



Health & Social Care



Education & Skills



Managed Services



Consulting



Software Licensing



Voice Solutions



Internet Solutions



Fleet Management



Service Management

business processes and efficiencies. He comments *"Wirral Partnership Homes is a not for profit organisation so it is a constant balancing act between helping the local community and running a commercially astute business."*

His first task has been to migrate WPH to the latest release of Servitor, version 6 in order to benefit from the latest technology available. He adds, *"The back up from Civica has allowed us to put the business on a more stable footing. We have now got to a level where the system is fully bedded in and we are looking for new ways to further improve service delivery and make our processes more seamless."*

Mobile working

WPH identified Servitor mobile as a way to transform the provision of responsive repair and maintenance services to tenants, delivering operational efficiencies. Servitor mobile allows operatives to receive work request details in the field via mobile devices. Jobs are sent to the operative one at a time thus maximizing the benefits of the auto scheduling functionality. Customer information can be accessed and the status of work requests updated in real-time by connecting over the GPRS network to Servitor. WPH has a responsive team of over 40 operatives using PDAs to provide real-time visibility of the repairs process.

Floyd Adams explains *"The driver behind implementing mobile technology was our aim of preventing technicians from needing to keep returning to the depot, therefore losing both time and money."*

"To implement the new way of working wasn't easy, we had to look at terms and conditions and the working environment. We also had to go through a consultation process with the unions, but in the long term it has been better for everyone and important for improving customer service. Actually the workforce has taken to it really well."

Mobile working and remote data capture enables organisations to improve productivity through optimal utilisation of their workforce. Handheld devices specifically designed for the housing repairs management process provide tangible

improvements in business performance through increased speed, accuracy and consistency of data.

WPH are already building on the success of the mobile roll out by further improving the functionality available to operatives.

Floyd Adams explains *"As we introduce additional features on the mobile it will build on our aim of providing the right tools to enable technicians to complete the job right first time."*

Future initiatives

Floyd Adams believes that WPH will see the greatest benefits from the information provided by Servitor. Looking to the future, WPH are now preparing their business for new requirements following the introduction of the Tenant Services Authority (TSA). Floyd explains *"In the future we expect any assessment of the service we provide to have a much greater emphasis on the customer experience. We are already preparing for this by implementing the Servitor Customer Survey and Post-inspections module. This will allow us to measure customer feedback and perceptions of the service we provide. In the long term we are aiming to create a repairs service that consistently achieves over a 95% customer satisfaction."*

The Servitor Customer Survey module provides letter and telephone surveys and is integrated with Servitor mobile enabling technicians to capture customer feedback following completion of the repair work on their PDAs. Alongside the introduction of the mobile post inspection facilities, WPH will utilise the Servitor reporting facilities to provide qualitative and quantitative analysis of business performance.

WPH are also working closely with Civica to test and implement a new productivity module. This module will allow repairs managers to manage the productivity of technicians in a clear and consistent manner.

Floyd Adams concludes *"We now have a system capable of adapting to changes in policy, procedure and customer needs. WPH realise that without our tenants we don't have a business, so we want to achieve positive feedback from our customers to secure funding for programmes which in turn improve the quality of life for local people."*

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