

TESTIMONIAL : Services Peterborough City Council



Market : Public sector
Usage : real-time scheduling for social housing repairs
Product : Opti-Time



Interview with Peter Gray, Assistant Head of Peterborough City Services
Opti-Time reseller : XmBrace

www.xmbrace.com
www.peterborough.gov.uk

THE ORGANIZATION

Peterborough is an east of England city that counts 161,800 inhabitants. Peterborough City Council Social Housing Services manages 10,200 properties. They provide repair and maintenance to their occupiers. The maintenance demands are registered by a call-center, which transmits the tasks to mobile technicians.

THE CHALLENGE

Until then, they worked with a paper base system. Peterborough maintenance service was unable to meet customer demands, and non urgent repairs were postponed to 20 days.

Said Peter Gray, Assistant Head of Peterborough City Services: "Our previous appointments system was chaotic, with over 60,000 job tickets printed in triplicate, and a man management system that left us foraging under van seats to reorganize job cards every time someone went off sick. I decided on a complete rethink." The objectives were to automate workflow, reduce the costs, improve customer services and get a better visibility on technicians' activities.

THE IMPLEMENTATION OF OPTI-TIME

Peterborough council team project adopted a "Big Bang" strategy: After 3 training weeks, they fully relied on Opti-Time solution. They decided to avoid pilot phase, and immediately equipped their whole system. The project started in July 2004. 5 months later, everything was working, up to 50 PC users and 60 handheld users in Real Time.

From the outset, Peterborough decided to simplify the process to concentrate on time slot work principles. Each job is given roughly 30 - 45 minutes to complete. Peterborough also used the system to simplify the call centre operative's role. Opti-Time has helped call centre staff identify and improve this service. Said Peter: "the Call-Center and mobile working go hand in hand. Our repairs staff now receives work assignments and report in using PDAs. We can also see what staff is doing. For example, if someone reports that a tenant is out, an e-mail goes straight to our client, who will phone the tenant to check. Jobs put down as "out" have fallen and we are achieving 99 percent appointments."

Opti-Time allows Peter an instant view of what is happening with his workforce of 40 operatives in real time, so he and other senior staff can manage workloads simply and quickly. For example, if someone is off sick, their jobs can be easily and quickly spread across operatives with capacity for the day. Said Peter: "Opti-Time offers us a window on our operatives with a real time interface. So, for example, if I can see through the appointments software that an engineer is struggling to keep all his appointments for a given day, I can redeploy another operative to cover his work, ensuring that all our appointments are ultimately met."

THE RESULTS

There have been big increases in efficiency with customer satisfaction levels close to 100 percent. Non-urgent repairs are completed on average within seven days, and work schedulers can locate the nearest appropriate person." In the 2 years since implementation, PCS have reduced their staff by 1/3 while increasing customer satisfaction and meeting appointment targets.



- > 20 days non urgent work reduced to 7days
- > 90% of tasks completed first visit
- > Tradesman able to communicate direct with schedulers
- > 35 Fewer Tradesmen and 35 Fewer vans
- > 14 fewer administrative or supervising posts
- > Customer Satisfaction 98.7%
- > Managers control the work force
- > Information in real time

**£1.8 million savings
in 18 months
Return on investment
in 2 months**



Driving Your Way to Success

