

case study

The Wrekin
Housing Trust

Wrekin reap massive cost savings

Flagship OPTI-TIME user Wrekin Housing Trust is expecting a £400,000 salary saving by implementing scheduling AFTER introducing mobile working for their responsive repairs operatives.



Key Points

- Number of properties maintained - 11,000
- Responsive repairs spend - 5.2 million
- % @ decent homes - 71%
- Number of responsive orders a year - 55,000
- Size of geographical area - c112 sq m
- % appointed / kept - 97.2%

The housing group, with a stock of around 11,000, decided to introduce mobile working prior to the new scheduling software in September 2006 as managers believed mobile involves a greater cultural change.

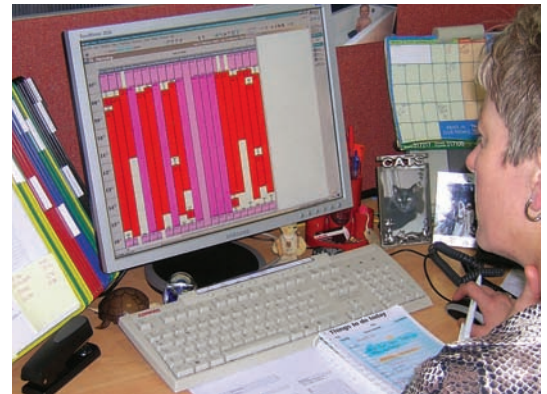
Said Lawrence Gardner, ICT Manager at Wrekin: "We had already developed our own in-house mobile working system before we brought OPTI-TIME on board, so our operatives were already won over to the new way of working."



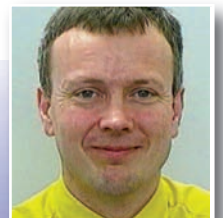
"People management always produces the greatest obstacles for system change or improvement and we felt that by driving through mobile working before scheduling, we were preparing our workforce for the most significant changes first."

Dynamic Engine

Wrekin chose the Xmbrace OPTI-TIME system as it is the market leader and offers the most effective system available.



Said Mr Gardner: "We wanted a system that operated as a dynamic engine not a dumb diary. OPTI-TIME offers the capability to schedule



"OPTI-TIME
provides a dynamic reaction to the evolving day. This is what makes the system ideal for us."

Lawrence Gardner
ICT Manager, Wrekin

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geographically and in a real time scenario, so it provides a dynamic reaction to the evolving day. This is what makes the system ideal for us.”

This unique approach to implementation has led to great rewards for Wrekin, who achieved a reduction of 10 operatives in the first three weeks of the system alone.

After winning the substantial cultural change battle with operatives through mobile working, the introduction of scheduling software did not create a backlash as it helped to produce a more productive day.

Said Mr Gardener: “People are happiest when they are working effectively and have a stimulating and challenging day. Our system helps provide this, and by introducing the system through a small group of enthusiastic operatives, we were able to provide a mobile working solution that was tailored to the needs of our workforce to give them even greater satisfaction.”

Workforce Implementation

At the beginning of the implementation project, only 30 percent of the Wrekin workforce was Windows literate, so Wrekin used its own internal staff to produce a system that was tailor made by trades people, for trades people.

Said Mr Gardner: “From the point of introduction to the end of the financial year, we have already made a saving of £210,000 in salaries. This maps out at £400,000 across an entire year and will provide us with capital and operatives we need to plough into major works and improve standards for our tenants.”



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