

## case study



## Booker & Best - making management and operations more efficient with myOPTI-TIME

Booker & Best have 27 years of experience in the construction industry carrying out a wide range of building, electrical, mechanical, heating, gas, plumbing and external works for varied clients.

Their maintenance division has considerable expertise and experience providing cyclical, planned building maintenance, void property works and responsive repair services for many Local Authorities and Housing Associations and currently Booker & Best look after 20,000 homes throughout Sussex, Kent and Surrey.



Booker & Best have been using OPTI-TIME from Xmbrace for appointment booking and resource scheduling since April 2007, a solution that they use both internally and provide as an integrated facility to their clients. Since implementing OPTI-TIME, Booker & Best have seen dramatic improvements in first time fix, appointments made and appointments kept.

In early 2011, Xmbrace developed the myOPTI-TIME module to provide their clients with direct and intuitive access to key performance metrics derived from the data held within the core OPTI-TIME system. Given their experience of OPTI-TIME and the nature of their business, Booker & Best was the perfect client to trial this module and agreed to do so.

myOPTI-TIME has been deployed for the maintenance department of Booker & Best, which regularly utilise between 50 - 60 operatives and deals with the day-to-day maintenance for Local Authorities, social housing and general private clients.

myOPTI-TIME provides the management at Booker & Best with direct access to key metrics without having to log-directly into the OPTI-TIME system. An intuitive-to-use, browser-based application provides the ability to drill down on four key performance indicators: Productivity, First Time Fix, Turn Around Times and Appointments Kept.



***“myOPTI-TIME is a very quick, powerful way to gain visibility of key performance metrics. For any organisation performing responsive repairs, it provides exactly what is required to effectively monitor, manage and continually improve the operation.”***

Steve Portch, Special Project Coordinator at Booker & Best

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“We have immediately seen considerable value from the myOPTI-TIME application,” said Steve Portch, Special Project Coordinator at Booker & Best. “The view on ‘Average Days To Complete’ flags to us, by trade, where we may be struggling to fulfil work. The ‘Percentage Kept’ gives us an instant view on how well we are doing at keeping appointments, and ‘Percentage Fix Time’ is helping us to focus on continually improving our first time fix rate.”

Andrew Povey, Logistics Team Leader oversees the maintenance department’s Logistics operations and it is him and his team of six that are seeing the greatest benefits of myOPTI-TIME. Each person in Andrew’s team is responsible for a different trade; by looking at the main summary screen of myOPTI-TIME, they are provided with an accurate overview as to what is happening.

“We are using myOPTI-TIME as an internal audit tool to see how each operative is doing and how Booker & Best is doing overall.” Said Andrew Povey, Logistics Team Leader, “it is helping us to identify early on areas where we may be having issues and enables us to address these before they impact our clients.”

At Booker & Best, maintenance operatives use PDAs which enables for real-time updates on activity and progress to be directly fed back into OPTI-TIME. By putting myOPTI-TIME in place, this wealth of information being captured and stored is made available to the supervisors and managers providing a holistic view of the operation.



“myOPTI-TIME is a very quick, powerful way to gain visibility of key performance metrics.” concluded Steve, “For any organisation performing responsive repairs, it provides exactly what is required to effectively monitor, manage and continually improve the operation.”

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