



**Dynamic Appointment &  
Workforce Scheduling Solutions**



# OPTI-TIME for Housing Repairs



“Our customers are certain we are coming, they stay in for their appointment, reducing abortive visits, reducing costs and increasing productivity.”

Geoff Corps  
Responsive Operations Manager  
Oxford City Council

“I am your customer. When I report a repair, I want you to arrange an appointment as soon as possible that is convenient to me. Keep me informed as to when someone is coming, have a suitably skilled operative turn up when promised, and complete the repair on that visit, however long it takes.

If this isn't possible, keep me informed and arrange to come back as soon as possible to complete the work”.

Simple...

As the market leader in the provision of dynamic appointment and workforce scheduling solutions to the UK Housing Maintenance sector, we help our customers promise and deliver the above experience.

We also help them deliver dramatic productivity improvements and internal efficiency savings. Savings come from operatives completing more jobs each day, simplified business processes and streamlined organisational structures.

Our customers appoint all internal repairs, offering their customers flexible appointments in days rather than weeks, keep virtually every appointment as promised and complete more repairs first time. Operatives are empowered, supervisors become field based quality managers and there is complete visibility throughout the service, whether that involves one or many organisations working together.

## Our approach and philosophy

The journey to this new world is primarily one of culture change. OPTI-TIME is an enabling technology and a catalyst for this change but does not in itself guarantee the above benefits will be realised.

We have a wealth of experience, gained through over 80 projects with local authorities, housing associations and specialist contractors, of what constitutes best practice within the housing repairs industry. We bring this experience to every project and having seen so many organisations go through fundamentally the same process, we have a clear view of the organisational structure, roles, responsibilities and business processes that are most effective.

Starting not by looking backwards at existing processes, but with a clear vision of where you want to be, means the project, whilst complex, can be successfully completed in surprisingly short timescales. Some of our most successful projects have been where the customer has implemented a simple solution and then used the visibility provided by OPTI-TIME to drive a process of continuous improvement.

## Partnering

With OPTI-TIME, the boundaries between customer service and operational roles blur and the impact of real-time information and visibility changes the way the service is managed.

In a partnering environment, this means clients having direct, live access to the contractors' operatives' diaries, being able to maximise appointment availability and flexibility and having complete confidence that the service is being delivered as promised.

For the contractor, OPTI-TIME ensures that appointments take account of their operatives' skills, workload and location as well as the time needed for each repair. The system underpins their mobile working platform with both client and contractor systems receiving real-time updates on job status information.

In short, OPTI-TIME helps to engender trust and openness, which in turn directly reduces the cost of delivering the service.

# Mobile working

Mobile working is a culture. It means a way of working that is flexible, reactive and focused on now. Mobile working means real-time information flows through the business and informs decisions and actions aimed at ensuring two things – all promises are kept and all resources are utilised effectively.

In this real-time world, the day 'emerges' as information flows back from the field and the detail of the original plan is seen to be less important than how the organisation reacts to these changes.

The hardest, but most important element of the customer experience spelt out opposite is to stay as long as needed to complete the repair. To make this possible, we have no choice but to move away from allocating the day's work in advance. We have to become flexible, and dynamic scheduling is the key component in making this possible.

This logical conclusion has a profound impact on every function involved in the repairs process.

Operatives previously told to fix first time but also to keep all their appointments, are now freed to focus only on the current customer. Users of OPTI-TIME consistently report increased job satisfaction as operatives are trusted to do their job and not held responsible for things beyond their control.

Supervisors become field based managers with visibility of their team's status and current location. Making the supervisors mobile directly impacts quality and customer satisfaction as inspections are undertaken while the repair is being completed. Issues are dealt with as they arise and everyone's actions and location are transparent.

Planners oversee the service, charged with ensuring no appointment is missed and giving operatives and supervisors a resource to deal with any issues they face throughout the day.

Dynamic scheduling and real-time mobile data systems work seamlessly together to provide the platform that makes this possible, most effectively operating in a one job at a time environment. OPTI-TIME reacts to information coming from the operatives and continually re-plans the day.

The productivity gains realised through this approach are dramatic but perhaps the biggest impact is on the way the service is managed. Reports and cost analysis are replaced by true management; the schedule provides an immediately intuitive view of how each operative is working and how the day is progressing.

## **Creating a customer centric repairs service**

OPTI-TIME provides a very simple to implement customer messaging platform that is simultaneously;

- A customer service initiative - improving customer communication
- An efficiency agenda contributor - reducing no-access visits, improving productivity
- An administrative cost saving - 4 customer messages costs less than half as much as a single acknowledgement letter
- An environmental initiative - customers can be asked whether they are happy to accept text messages rather than a letter to help reduce paperwork

With real-time workforce scheduling and integrated customer communication, you are able to set and manage customer expectations throughout the entire repairs process

This combination of Xmbrace's intimate knowledge and experience of best practice and the tools and capabilities provided by OPTI-TIME enables you to significantly change the focus of your business. The customer can return to the heart of your operation and every member of your team is equipped to efficiently and effectively measure up to the customer's expectations.



**“OPTI-TIME and mobile working go hand in hand, and I for one, couldn't imagine how you would operate one system without the other.”**

**Peter Gray**  
**Assistant Head of Peterborough City Services**

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## **Delivering benefits to all aspects of your business**

Improve customer experience & satisfaction

Support true mobile working

Improve operative efficiency & effectiveness

Create seamless processes across client / contractor partnerships

Increase number of available appointments

Improve customer communication

Streamline internal processes



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