

case study



Delivering More with the Same Resources

Incommunities is the largest social housing landlord in the Bradford District managing around 21,300 rented homes and almost 1,000 leasehold properties.

It was set up in 2003 (originally as Bradford Community Housing Trust Group) following the stock transfer of local authority homes from Bradford Metropolitan District Council. The housing group has operated as Incommunities since June 2008.

Over the last six years Incommunities has invested over £295 million (Dec 2009) in bringing local homes up to a standard in excess of the Government's Decent Homes Standard and building new homes. This investment is continuing.

Incommunities' buildingservices is an in-house high quality repairs and maintenance service for their customers which includes a dedicated repairs service centre handling around 13,000 calls every month.

As a leading customer focused organisation, Incommunities strive to provide the best possible repairs service to their tenants. In pursuit of this, Incommunities had several key objectives in 2009 including: offering more appointments to their customers, increasing the number of jobs each operative did per day and increasing the number of responsive repairs that were appointed and completed.

To help them reach their goals, Incommunities chose to implement Xmbrace's OPTI-TIME to work alongside the Total Repairs and Total Mobile solutions from Consilium, already successfully in use within the business. The project was completed on time and budget and Incommunities went live with it at the end of September 2009.



The OPTI-TIME roll-out was a very smooth and highly successful operation due in large part to the Incommunities' team being very well organised. From day one they followed Xmbrace's recommendations, they thoroughly tested the system prior to going live and they made sure their planners were comfortable with it. This helped them to quickly identify issues prior to the launch and once the system went live, they were able to adapt to it quickly if needed.

"We now do more appointments, a good number more. The average number of jobs completed per operative per day has increased by 40%."

John Hodgson
Building Services Project
Manager, Incommunities

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The launch of the new scheduling system was a major operational development for Incommunities. In the past the operatives were given a large number of jobs to do at the beginning of their shift and they planned their own days. With the new OPTI-TIME system, jobs are scheduled one at a time for them.



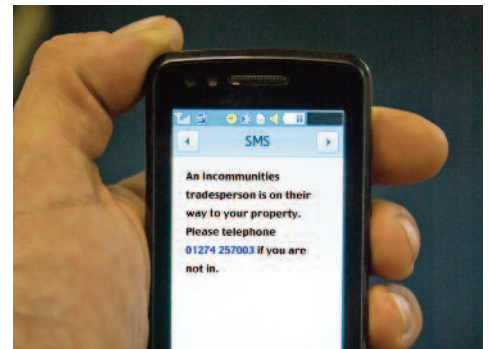
Paul Knight, Incommunities' ICT Project Manager, said "Statistically the system is proving very successful and although there were some initial concerns among some operatives over the scheduling they quickly saw the advantages."

John Hodgson, Incommunities' building services Project Manager, has seen a positive impact in terms of how many appointments they are now able to make. He said: "We now do more appointments, a good number more. The average number of jobs completed per operative per day has increased by 40%. The average number of appointed jobs made has increased from 470 per week to 1290 per week and an additional 770 appointments are being kept."

One of the additional benefits introduced with OPTI-TIME was customer messaging which has helped to increase the tenants' perception of the Incommunities repair and maintenance service. The tenants are now able to arrange appointments that are convenient to them and they receive text

messages at three points in the cycle: the first to confirm their appointment, the second text is a reminder of the appointment a few days before it is scheduled and the third and final text is to say that the job has been dispatched and the engineer is on his way. This helps to reduce the number of "No Access" instances. It also helps to ensure that the work is carried out in a timely manner for the customer and adds to the amount of appointments completed.

Paul Knight believes Xmbrace helped make their project successful. He said: "Lots of technology companies sell software, help implement it, and leave, but with Xmbrace there was a large emphasis in making sure our business processes were right before the technology went in."



Farhat Mahmood, Incommunities' Director of ICT said: "We have worked closely with Xmbrace to successfully plan and implement this project. I am delighted to see that OPTI-TIME is greatly improving our business performance and bringing benefits to our customers."

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