

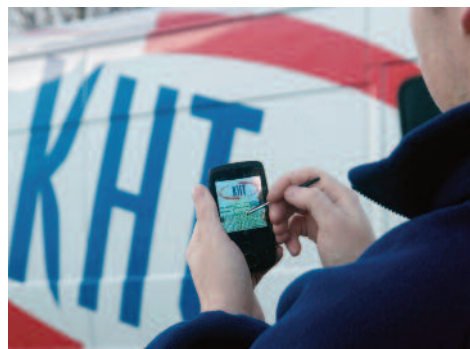
case study



Technology Drives Efficiency Needed To Win New Business

Making their housing repair service as efficient as possible was the main aim in 2009 for Knowsley Housing Trust (KHT) who manages over 13,000 high quality homes at affordable rents in Merseyside, as well as providing a repairs service for three other housing associations.

With an extremely efficient repairs operation KHT would be able to provide repairs services at competitive pricing to other housing organisations, thereby growing their business.



The board, driven by a need to improve efficiencies and drive down the cost of their repairs service, realised that they needed to have the right technology in place to drive operative productivity. After a detailed competitive tendering process, they decided on Xmbrace's OPTI-TIME, a dynamic appointment and workforce scheduling system integrated into the 1st Touch mobile working solution.

A key factor in the success of this project was that from the very beginning, there was buy-in from the ground up to make these improvements happen. From the operative to the CEO, everyone had insight as to what was happening and contributed to making sure that all goals and timelines were met.

David Hughes, a third party project manager hired by KHT to help with the project stated "This project was one of the best OPTI-TIME implementations I've been involved with in terms of achieving what it was supposed to and running smoothly. Key to this was good communication from all parties. The involvement right up to senior management level was critical, providing the leadership needed to get the most out of the system."

As OPTI-TIME was being implemented, KHT were undergoing a complete review of their internal procedures making substantial changes to their processes and redefining each role including supervisor, planner and the call centre staff ensuring that everyone knew exactly what part they played in the process and their specific responsibilities.



The OPTI-TIME system has automated what was a manual process of scheduling jobs to operatives. With the manual system it was impossible to fully maximise the operatives'

"One of the biggest advantages of the new system is that the internal staff can see in real-time what the operatives are doing in the field, enabling them to dynamically schedule work and complete more jobs each day."

David Hughes
Project Manager, KHT

Xmbrace Limited
C P House, Otterspool
Way Watford, WD25 8HP

Phone **020 7953 5043**
Fax **01923 650344**

For general information
info@xmbrace.com

For sales information
www.xmbrace.com

case study

productivity as there was no way to track and manage what they were doing throughout the day. According to David, "One of the biggest advantages of the new system is that the internal staff can see in real-time what the operatives are doing in the field, enabling them to dynamically schedule work and complete more jobs each day."



The electricians were the first trade to go live on OPTI-TIME at the end of September with the rest of the trades following on, one by one, from the end of September through to the middle of December 2009.

Paul Worthington, Operations Director for

KHT, was very keen to take advantage of every opportunity the new system provided to save money and to ensure that they maximised the working day for each of the operatives. So far, in each of the trades where OPTI-TIME has gone live, KHT has significantly improved productivity; where operatives were completing between 4-6 jobs per day, they are now completing between 8-9 jobs, giving them an increase of about a third.

KHT's tight deadline of getting responsive repairs operatives up and running on the new system before the end of 2009 was achieved as a consequence of good teamwork and cooperation from all involved parties. The next goal for KHT is to quickly get the three other housing associations they work with using OPTI-TIME and then look to gain the benefits of OPTI-TIME's other modules for Gas Servicing and Project Planning for Voids.



Xmbrace Limited
C P House, Otterspool
Way Watford, WD25 8HP

Phone **020 7953 5043**
Fax **01923 650344**

For general information
info@xmbrace.com

For sales information
www.xmbrace.com