

## case study



# Oxford goes mobile with OPTI-TIME

Oxford City Homes (OCH) has achieved 95 percent appointments after implementing housing repairs management system OPTI-TIME as a key element in modernization to deliver better tenant service.



### Key Points

- Number of properties maintained - 8,000
- Responsive repairs spend - 2.6 million
- % @ decent homes - 76%
- Number of responsive orders a year - 30,000
- Size of geographical area - 36 sq m
- % appointed / kept - 93%

OCH maintains a housing stock of 8,000 properties and introduced OPTI-TIME to improve productivity and take the organisation into a new era of mobile technology. OCH also provides contract services for more than 4,000 properties for neighbouring association SOHA.



The software solution, combined with improved business processes and mobile working, has allowed OCH to improve from three percent appointments achieved to 95 percent since implementation.

Said *Geoff Corps, Responsive Operations Manager*: "OCH decided to implement an entire software solution to improve services following an inspection report. We had no system in place to increase appointments and needed to modernize and implement mobile working to manage and deliver a quality service on time and to target."

"However the system we have now is so successful that OPTI-TIME has acted as a catalyst for the way we deliver responsive repairs. The system brings transparency,

customer satisfaction and certainty about our work by enabling us to schedule so efficiently."

"And if our customers are certain we are coming, they stay in for their appointment, reducing abortive visits, reducing costs and increasing productivity."

### Working Efficiently

OCH has 172 operatives, of which about 60 use the OPTI-TIME Mobile solution. The system is already fully operational within Responsive Repairs, Gas Maintenance and Gas Servicing but is yet to be rolled out to the voids team, contractors and other staff.

OPTI-TIME allocates work efficiently to operatives and sorts jobs geographically, resulting in reduced travel time and therefore more time available for tenant repairs.



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**Geoff Corps**  
Responsive Operations Manager

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Operatives have greater clarity of allocated work as the PDA displays their work in advance as



per the OCH configuration. This permits more effective time planning between appointments; for example the collection of materials from stores at a quiet time rather than queuing to collect materials or to undertake non-appointed tasks as fill in work.

### 99 Percent Gas Service Completion

Job tasking is sent to the operative's PDA over the GPRS network, allowing employees to receive, track and record their work without returning to the depot between jobs.

OPTI-TIME enables OCH to schedule and monitor gas maintenance which has also driven significant improvements. By March 2007 OCH completed 99 percent of gas services for the year and have a plan to complete the rest.

Said *Graham Bourton, Head of Oxford City Homes*: "Mobile working, made possible by

OPTI-TIME, has allowed us to move towards a paper-free environment. Our operatives can update a job status as they complete work at the tenant's home and this is fed straight back into the main system."

"This removes the need for manual entry of information at the depot and leads to a significant reduction in paperwork for both administrative staff and the operatives."



"We are already starting to see improvements with happier customers, a more flexible way of working and lowered costs."

Said *Geoff Corps*: "We expect to make 95 percent of appointments for internal eligible repairs, 96 percent of Oxford City Homes repairs within target and 99 percent of emergency repairs within target."

"All of these achievements are only deliverable through the structured environment that OPTI-TIME enables, which has become an essential part of how we now deliver responsive repairs."

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