

A Mobile Workforce Management solution to meet Key Performance Indicators



INDUSTRY SECTOR:

Public Sector - Housing Maintenance

CUSTOMER PROFILE:

Peterborough City Council provides repair and maintenance services to 10,000 housing association tenants in the Peterborough area.

THE REQUIREMENT:

A mobile solution to support communications to and from its field engineers.

THE SOLUTION:

A state of the art automated system for work scheduling and mobile communication, giving 10,000 council tenants in the Peterborough area a first-class, responsive repairs and maintenance support service.

BUSINESS BENEFITS:

- Meeting key performance indicators, with improved response times and most 28-day priorities completed within just 7 days.
- Ability to log calls and despatch jobs in real-time, allowing performance targets to be met
- Full visibility of where time is being spent by field engineers
- Complete more work using less resource and reducing job lead times

Cross Keys Homes owns 10,000 housing association homes in the Peterborough area, and contracts Peterborough City Council (PCC) to provide all maintenance services including building repairs, gas and electrical safety checks, and grounds maintenance for these properties. In order to provide the best support for these services, PCC has implemented a collaborative mobile workforce management and job scheduling solution from Cognito and its CAFM and scheduling partners.

PCC had a legacy system whereby jobs were allocated to its mobile workforce via hard copy order tickets. These tickets were printed in triplicate, with copies for the engineer, PCC and the tenant. Tickets were often misplaced, causing delays to site visits while the details were relayed again to engineers.

Job scheduling was an issue due to limited appointment slots. Eight appointments were offered to tenants per day, per team member – regardless of available resources. If an engineer was held up on one job, or the team was understaffed due to illness or holiday, the demand for appointments could not be met. In addition, PCC didn't know what stage each job was at until the job tickets were returned to the main office, making it difficult to know which of their engineers was where and what job they were doing.

PCC decided that a real-time mobile solution would provide the work-scheduling capability and communication needed between its call centre staff and maintenance team. PCC looked at several potential solutions, and after seeing a full demonstration of the solution in action at a customer installation in Kent, chose a collaborative solution from Cognito and its partners.

Cognito provides the back office communication mechanism and the engineers' handsets as a fully managed and supported mobile workforce management



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solution with optimised uptime and availability. Teamed with Cognito’s comprehensive helpdesk support, this means that PCC had no need to increase or reallocate headcount to support the solution.

Peter Gray, Assistant Head of Building & Maintenance for PCC, explains: “Cognito offers us a mobile solution so that jobs can be sent to the handheld and completed in real-time. It also provides the mobile phone functionality, so it all comes in one unit.”

Commenting on the impact of the system Gray says “Duplication of job tickets has ceased as everything is stored electronically, all our reports can be run in real-time and we’re now able to meet all our performance indicators”; “Put simply, the solution allows our maintenance team to get through more work with less resource. Workmen can respond faster, and we’ve reduced our lead times on 1, 5 and 28-day priorities, with most 28-day priorities now completed within 7 days and a recent survey of tenants has rated PCC’s overall service with 98% satisfaction.”

Return on investment has also been outstanding; “We have reduced our fixed costs by 47%, from £3.8 million to £2 million,” says Gray.



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