



RESOURCETRACK

Real-time job scheduling and field force management solutions for Social Housing repair & maintenance



**When it comes to managing repairs
sometimes it pays to think
differently**



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'ServiceTrack' : achieving 100% repairs appointments

Seen as a vital component in any 3* rated repairs service, offering 100% repairs appointments to customers has traditionally either been difficult to manage or expensive to solve with the software systems available - until now.

'ServiceTrack' provides both an easy to use web interface for staff answering repairs calls together with a sophisticated job scheduling engine that determines the optimum appointment to be offered at the point of the incoming repair request. And all at a sensible price ensuring 'best value' is achieved.

Providing you with both the control and flexibility required to run a profitable repairs service, the system will help you save time and money, achieve 'first time fix' targets and collate and report the necessary KPI information required to meet and exceed customer satisfaction levels.

Meeting your needs & customer expectations

Whether you are running your own Direct Labour team or have entered into a partnership with an external maintenance contractor ServiceTrack works to the benefit of all parties - customer, landlord and contractor alike.

The comprehensive features of the system include :

- integration will all major Housing Management and finance systems.
- optimised repairs appointments and/or customer requested dates/ times.
- operative quoted password scheme for vulnerable customers.
- SMS text message of impending arrival of operative at customers premises.
- easy to use technology for operatives : choice of mobile device (mobile phone, BlackBerry, smart phone) plus digital pen & paper.
- full operative, fleet and plant/ equipment management facilities.

Efficiency & control : maximising your budgets

ServiceTrack provides you with all the tools necessary to control the key elements of your repairs service so that the resulting improvements in efficiency lead to an increase in profitability. Typically, savings of up to 20% on costs can be made through :

- optimised use of labour and other resources.
- reduced administration and paperwork.
- improved first time fix rates.
- greater management of vehicles, plant, equipment, materials and stock.
- electronic ordering & supply chain management.

Call now on 0845 094 1615

to experience the power and simplicity of 'ServiceTrack' the real-time appointment & field force management solution.

Bromsgrove District Housing Trust



Project objectives :

- creating a 3* rated repairs service
- offering 100% customer appointments
- higher customer service levels
- greater traceability of operatives & jobs
- improved DLO efficiency

Nr trade operatives : 15

Trades covered : all including utilities

Housing Management System : Anite

Stock managed : 3,200 dwellings

Repairs visits per annum : 5,000+

Mobile devices : BlackBerry 8320 via Orange, digital pen & paper

ServiceTrack has been fundamental in helping us achieve our Project Objectives.

From the point of first contact our customers now receive the best possible service and thanks to ServiceTrack everything is transparent and traceable to the completion of each job. We are more efficient and profitable whilst retaining flexibility for our operatives.

Jeanette Matthews,
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