**Totalmobile**
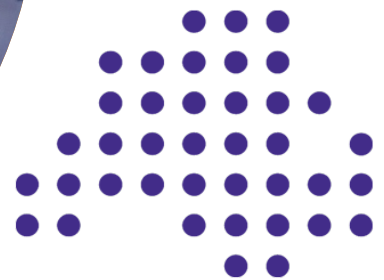
# Havebury Housing

Havebury Housing Partnership manages over 6,400 homes, providing homes for affordable rent and shared ownership located in towns and villages across the East of England.

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They work with local authorities, agencies and other housing associations, so they can meet local social housing needs and provide community services. Using their resources to improve lives, they are currently in the process of investing £60 million in new homes, while managing their increased number of homes without a proportionate increase in overheads.
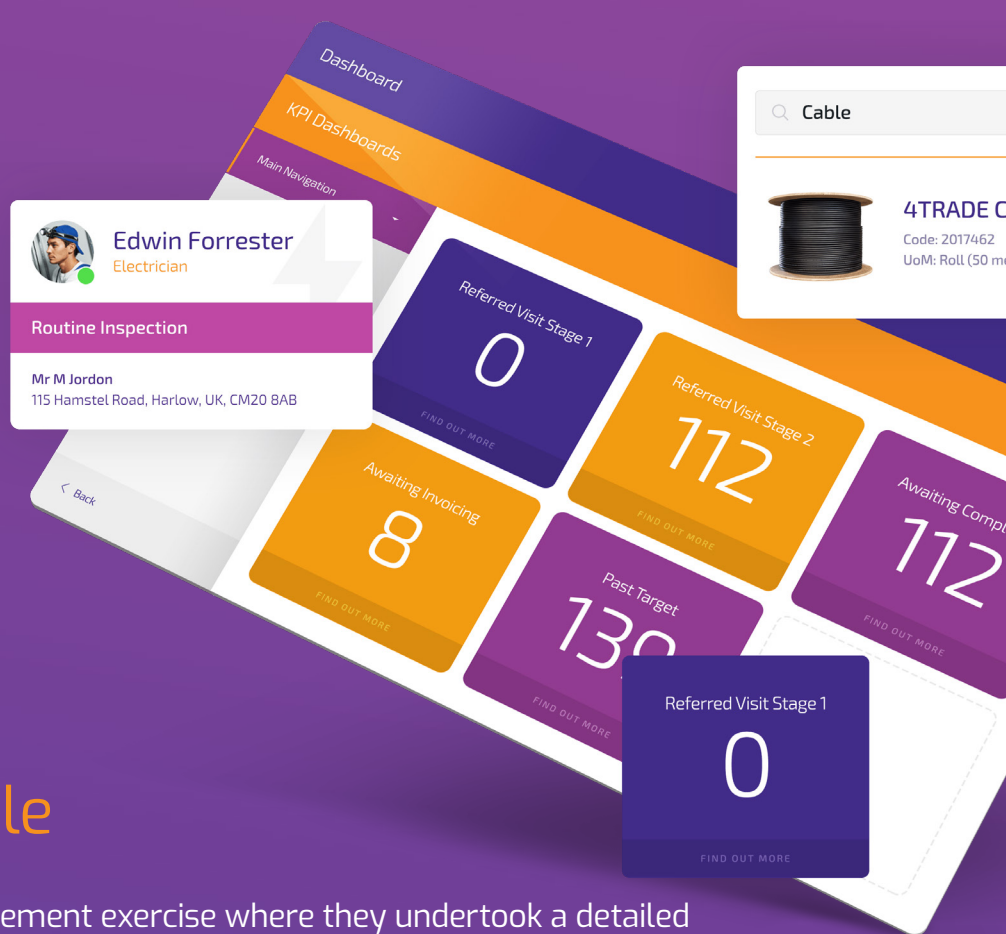
# Challenges

Havebury had been using a very basic scheduling system which was managed internally.  Over time they realised the system they had in place provided a very basic tool for allocating jobs and they needed an updated software solution that was suitable for their growing business.

Havebury had also developed their own stores and materials system in-house and this, combined with a number of other outdated systems, had resulted in a very fragmented infrastructure, which restricted the organisations potential to operate more efficiently.

The main drivers for change was to look for a system which encompassed all aspects of the repairs business, rather than having so many disparate systems within the organisation. They knew their existing system was outdated, provided very poor reporting and no transparency, therefore they needed one platform to help drive their business forward.

Havebury were also looking for a system which could provide them more detailed reporting as their current solution had little visibility and didn't offer the ability to access live data.

# Why Totalmobile

Havebury carried out a procurement exercise where they undertook a detailed analysis on the solution they required, resulting in a detailed specification list of what they expected from the software. Before selecting the software Havebury contacted existing Totalmobile customers, to learn how they were using the Connect solution and develop a better idea of how they could utilise it within their own organisation. After this exercise, Havebury realised the Connect solution ticked all their boxes and were particularly impressed with all the references and feedback from existing customers. After undertaking this process they knew they could use Connect to help their growing business.

Havebury started using Connect during the covid-19 pandemic and having a cloud based managed system was particularly beneficial due to the current environment, where most operatives were working remotely.

Initially Havebury was only carrying out emergencies repairs due to the pandemic. This provided them with the opportunity to slowly introduce the software to new users and conduct any required training. Now they are using Connect for all responsive repairs and are particularly focused on reducing their repairs backlogs.

*"Connect has enabled us to streamline our processes using a single software platform for all our repairs and scheduling requirements. The solution is user friendly and transparent, providing detailed live widgets and dashboards which have been very useful in providing us with key trends and data analysis to enable us to further grow our business".*   Steve Leathers - Maintenance Operations Manager

# Benefits

One of the main advantages of using Connect as a software solution was how simple it was to use, With minima, training, the operatives were quickly able to understand how the solution worked, finding the software very user friendly. The ability to set individual widgets and personalised dashboards allowed each user to have all their information in one place, so whether it was the technical team, schedulers or the operatives, everyone has their own reporting streams and knew exactly what is expected from them.
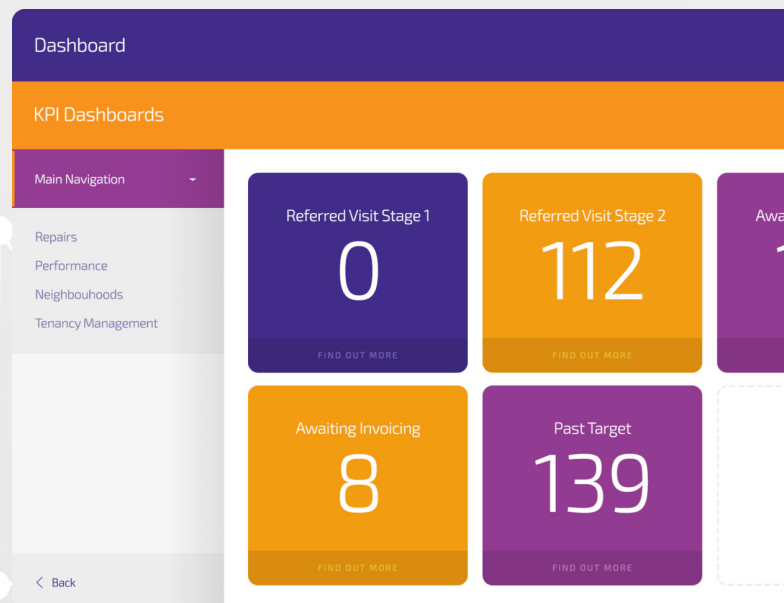
Coming from position of very limited visibility of data, Connect has enabled Havebury to have live reporting, on the go, 24/7. Working in real time has meant an increase in efficiency in dealing with issues as they land on the system, allowing them to effectively manage any priority work.

The solution has enabled Havebury to have more clear visual reporting and monitoring operatives and users on a live basis. They have also been using this to monitor any trends and analyse how they can make continuous improvements to become ever more efficient.

Havebury has been using process steps which has helped operatives work with a more streamlined process, while providing ensure a guarantee way of working. The operatives have enjoyed this way of working because everyone has clear boundaries and expectations.

Other benefits include:

- Transparency of work
- Live reporting
- Personalised dashboards and widgets
- Audit and Evidential trail with pictures

Dashboard

KPI Dashboards

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Havebury have started to track the amount of miles the operatives are doing and are expecting this will start to reduce and create cost savings in the long run. They are currently concentrating on the different reporting methods and tracking tools in the system so they can start to monitor costs and make further improvements.

Very quickly Havebury realised Connect is able to schedule all word effectively and not just the repairs side of the business, enabling them to assign work throughout other service areas in the business. The forms capability has also been adapted to be used throughout the wider organisation. All fire risk assessments, health and safety checks and any other roles which require any form of checks have now been carried out via Connect and are automatedly scheduled in the system.

## The Future

Havebury are looking to get all their contractors on board and start using the contractor portal whilst also expanding their knowledge of the software and see what else they can unlock in the system.

They are looking to expand from 6,500 properties to 8,000 and the end goal is to service all those additional properties within the same repairs team without increasing the number of operatives. Therefore having a comprehensive software solution in place is imperative.

### What's Next?

To learn more about our products & solutions , visit
**https://www.totalmobile.co.uk**
or contact us via the details on the back of this document.

# Totalmobile

Totalmobile is market leader in field service and mobile workforce management technology, helping organisations deliver more service, of the highest quality and at reduced cost.

Our SaaS based software provides a range of innovative products that deliver a step change in field service performance, mobile worker empowerment and management control.

This unlocks transformative cost savings, capacity gains, productivity improvements and empowers allows mobile workers to focus on consistently delivering the best service.

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