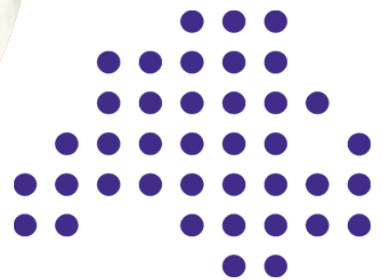




## CASE STUDY

# Choice Services

Choice Housing is one of the largest independent Housing Associations in Northern Ireland.



Choice Housing is one of the largest independent Housing Associations in Northern Ireland. With a dedication to their customers, their focus is on developing new homes that are urgently needed and delivering high quality services, while providing value for money.

Their work creates sustainable, thriving neighbourhoods. Choice Services (Ireland) Ltd is part of the Choice Housing Group and provides response repairs and maintenance services to over 4,000 properties including housing, apartments and office buildings.



## Challenges

Choice Services began to realise that their previous solution provider didn't deliver the range of functionalities required by a modern maintenance business. Choice Services were looking to offer their clients a more efficient and modern way of working and to achieve this, it was identified that they would need to implement a new job management solution that provided a richer range of capabilities.

The selection procedure was done through a tendering process via market evaluation, which identified what products were out there and how they match up to Choices Services' needs. Totalmobile were shortlisted and chosen as the preferred solution because they matched the requirements of Choice Services and also demonstrated the potential for continued solution growth and expansion.

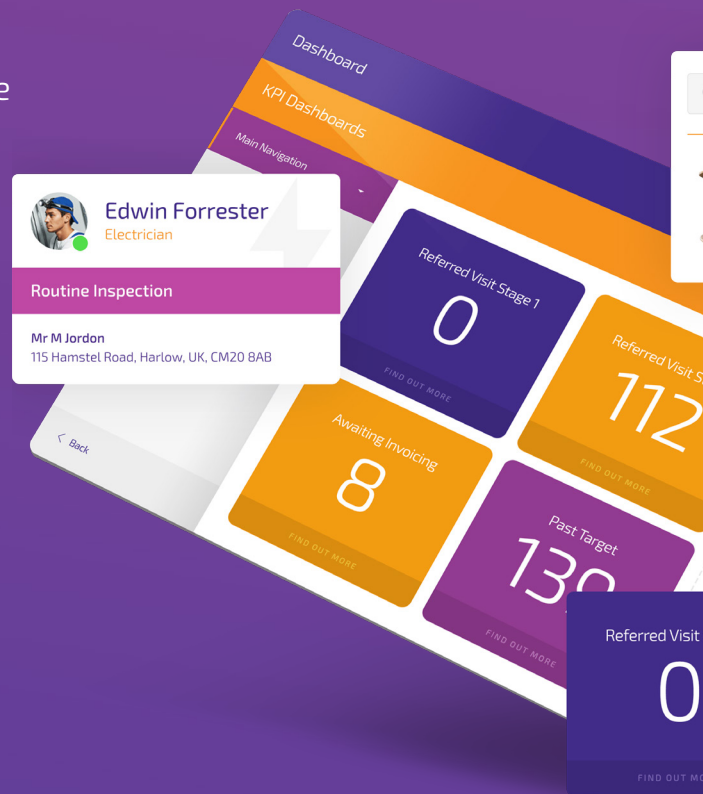
# Why Totalmobile

One of the main challenges faced by Choice Services was to introduce more modern and efficient processes. Connect from Totalmobile provided Choice Services with a Cloud based solution, that offered comprehensive, real time updates on the status of work. As an established leader in the market, Connect offered users a modern interface that provided Choice Services with accurate information on the go.

The SaaS solution itself also has regular updates, which are carried out automatically, providing Choice Services with immediate access to any new improvements in system functionality. This was seen as a key feature for Choice Services, who were keen to adopt a solution that continued to improve and provide them with additional benefits.

The level of customisation, provided by the solution at an individual and organisational level was very high, therefore making it seamless for the Engineers to use. The user dashboards were simple and straight forward and provided excessive information on particular jobs which Choice services never had previously.

Finally, the references provided during the tendering process, highlighted both the quality of the Connect solution and the experience Totalmobile has within the housing sector. This provided Choice Services with the confidence required that Totalmobile were the right organisation to partner with. The references during the tendering process were excellent and the experience shown in the housing sector were very good and gave Choice Services confidence that this was a solution they could work with.



“Connect has enabled us to become more modern and using a cloud-based solution had provided us with real time data, enabling us to enhance the delivery of services. The simple detailed dashboards have been great, and the accuracy of costing has allowed us to be more efficient as a business, saving us time and money”.

Wilton Farrelly - Managing Director

# Benefits

Choice Services have seen a diverse range of benefits since implementing Connect from Totalmobile. The time taken to implement and mobilise the solution was done within eight weeks and went very smoothly. Any issues raised were dealt with effectively and from an organisational point of view, the wider group were delighted to see how quickly Choice Services made the transition to the new platform. During implementation, training was set up for all users and Engineers provided positive feedback, especially around how straight forward and easy the system was to use. This enabled the organisation to adopt the solution immediately, with minimal disruption, once it was time to go live.

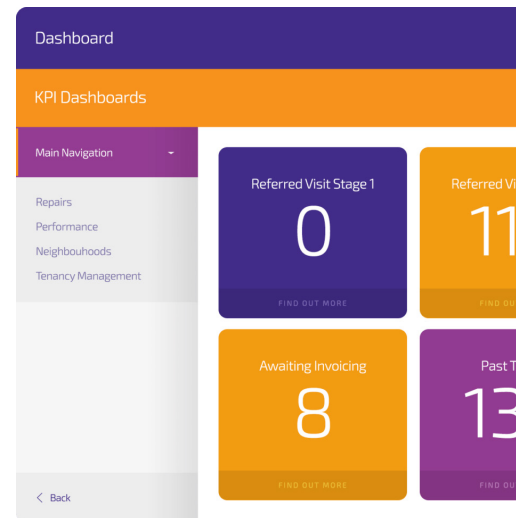
For Choice Services, some of the core advantages included:

## Dashboards

providing Choice Services with transparent data in real time and access to accurate information 24/7. Quick and easy to follow dashboards have allowed Choice Services to drill down into particular job details when required. The solution has given Choice Services much better information of the current status of workloads and jobs being completed.

## Data Accuracy

the information on each job has proven to be very useful, allowing Engineers to upload real time data and photos to the system against a particular job they are carrying out. This has made the Engineers much more efficient in completing jobs because they have access to all the relevant information and can view images on the job in hand.





## Van Materials

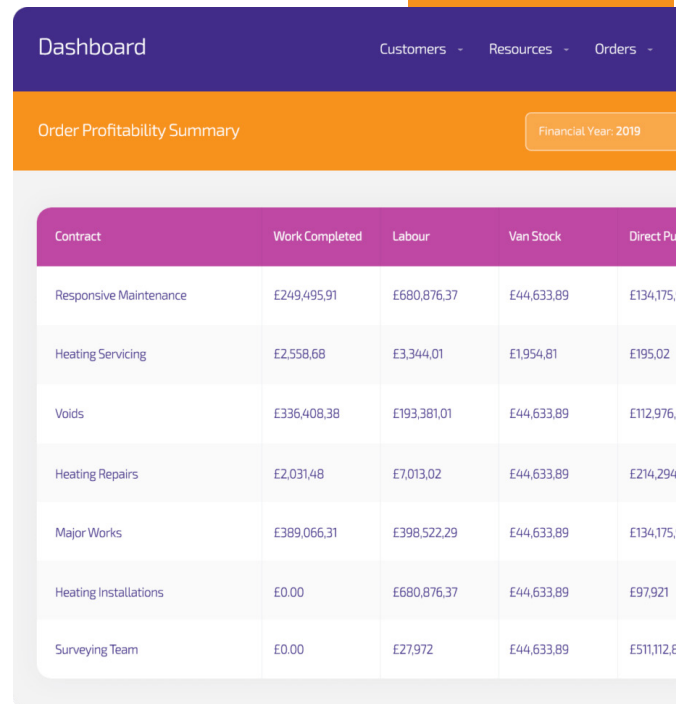
the solution gives Engineers livestock updates as and when they need materials. This has allowed engineers to become more efficient in the way they have been working and also enables jobs to be completed in a more effective manner.

## Ad-hoc Materials

any expenses from the engineers can be added on the system, allowing them to add it against the job in question. The costing is then sent straight to the finance department to process providing a seamless process. Choice Services have their own Storee set up on the system, allowing their Engineers to order parts at any time and view stock availability via the Connect solution.

## Cost Management

the accuracy of costing has been a huge benefit to Choice Services allowing them to allocate jobs with costs, so approvals can be made quicker. This has helped when setting out budgets and carrying out voids, surveys and change of tenancy works. The solution is seamless and quicker as Engineers are not waiting for approvals, while work is recorded immediately and live on the system saving time and money.



The screenshot shows a software dashboard with a dark blue header containing the word "Dashboard" and navigation links for "Customers", "Resources", and "Orders". Below the header is an orange bar with the text "Order Profitability Summary" and a button for "Financial Year: 2019". The main content is a table with a purple header and white rows. The table columns are "Contract", "Work Completed", "Labour", "Van Stock", and "Direct Pu". The rows list various contract types with their corresponding financial values.

Contract	Work Completed	Labour	Van Stock	Direct Pu
Responsive Maintenance	£249,495.91	£680,876.37	£44,633.89	£134,175.
Heating Servicing	£2,558.68	£3,344.01	£1,954.81	£195.02
Voids	£336,408.38	£193,381.01	£44,633.89	£112,976.
Heating Repairs	£2,031.48	£7,013.02	£44,633.89	£214,294.
Major Works	£389,066.31	£398,522.29	£44,633.89	£134,175.
Heating Installations	£0.00	£680,876.37	£44,633.89	£97,921
Surveying Team	£0.00	£27,972	£44,633.89	£511,112.8

## Future Plans

Choice Services have expanded their business in the UK and are still continuing to rapidly expand in Southern Ireland. They are planning to increase their functionality within this software solution and are currently looking at the asset function and how it would benefit their business.

They are also looking to develop their own gas serving side of the business which will be added onto this platform later in the year. Choice Services and Totalmobile are also working closely to look at future system development ideas and improve processes.



### 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.

## **Belfast HQ**

Pilot Point

21 Clarendon Road

Belfast

BT1 3BG

+44 28 9033 0111