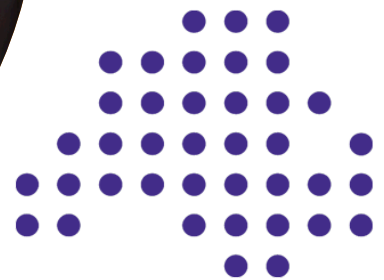


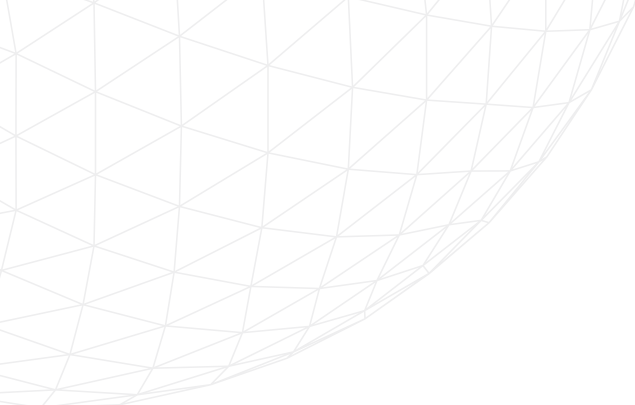


CASE STUDY

South Lakes Housing Association

South Lakes Housing (SLH) is an independent, not-for-profit housing association.





South Lakes Housing (SLH) is an independent, not-for-profit housing association and is the largest provider of affordable rented housing in South Lakeland, Cumbria. SLH holds the highest grading's for 'governance and viability' from the Regulator of Social Housing (RSH), including via an In-Depth Assessment (IDA) in early 2019.



SLH was formed to improve the quality of affordable homes in the area and the service which customers receive. Since receiving over 3,000 "transferred" homes in 2012 they have achieved the initial outcomes and promises made to tenants, including;

South Lakes Housing provides good quality homes in one of the most beautiful areas of the country. The need for quality affordable homes has never been greater, with many working families unable to afford market homes. A rapidly ageing population, fuel poverty and flood prone areas provide the backdrop to our priorities for action.

Their purpose 'Quality Homes, a platform for life' has been central to planning for the future.

Challenges

SLH have been working with Totalmobile for the past eight years, with strong internal stake holder relationships. This has led to a robust software system being put in place and continually developed over the years.

Before working with Totalmobile, SLH decided to look for a new software provider as they wanted to achieve more efficiency gains and cost savings. There very quickly became a need for SLH to become more productive and spend less time with manual processes. Their current provider at the time was not able to offer a full automation of the software and didn't meet the new requirements SLH wanted to achieve.

Totalmobile were able to offer and meet SLH's requirements and help them to drive the changes they wanted to make. SLH's previous system didn't allow them to obtain accurate job costing and this was causing a lot of issues when work was processed, leading to significant amounts of wasted time.

SLH had to spend a lot of time once an engineer had visited a property to get any costings drawn up. This left a lot of room for errors and on average it took two days to process any costing. SLH had to change their repairs function in the business and needed a software system who could provide a platform with a variety of capabilities.

SLH were using three separate systems which never spoke to each other and there was no integration between them. This made it particularly challenging for SLH as they had to invest resource into managing multiple systems every day.

Client Quote

“Totalmobile had the best products to drive forward what we wanted to achieve in the future. It has allowed us to use one single platform for delivering our services in the most efficient way possible. Giving us a saving of over £45,000 per year. We are delighted with our decision to use Connect and believe that not only is it a market leading product, but one that empowers us to continuously improve and reach our business goals.”

Paul Aitkin – IT Manager

Why Totalmobile

SLH had grown as a business and wanted to expand their repairs function and therefore needed to ensure any new system helped them achieve their futures goals.

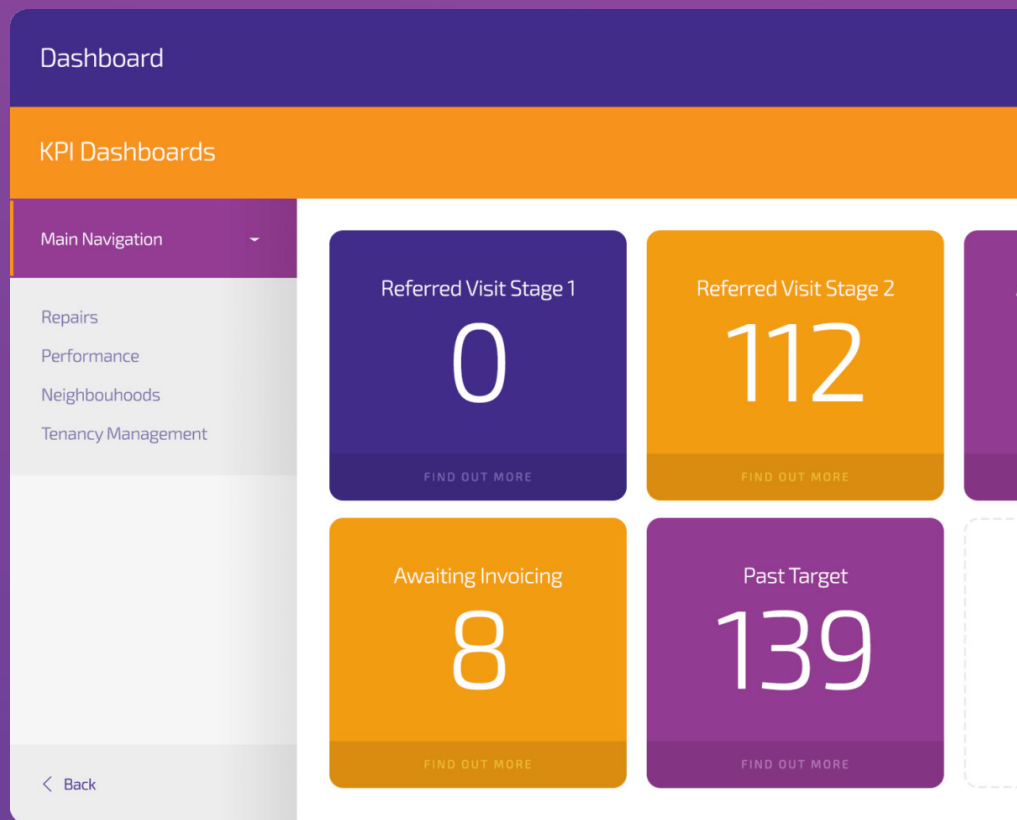
After extensive research, it was decided Totalmobile had the best products to meet and drive forward SLH's requirements.

1. Customer Improvements

- ✓ SLH had grown as a business and wanted to expand their repairs function and therefore needed to ensure any new system helped them achieve their futures goals.
- ✓ After extensive research, it was decided Totalmobile had the best products to meet and drive forward SLH's requirements.

2. Trades Staff Improvements

- ✓ Improved Van stock updates - Van stocks provided by Wolseley can be applied to trades staff quicker than the previous system
- ✓ Job Costing - Greater visibility on costs across teams and homes for both material and sub-contractor costs
- ✓ Photographs on all jobs - Easy to add photos for trades staff to automatically attach to the order in real time
- ✓ Improved Health & Safety for the trades staff - Greater visibility on customer warning codes and asbestos reported against the property



3. Organisation Benefits

- ✓ Cloud\Mobile Based System – Greater resilience for business continuity, more reliable and faster speeds on application for staff
- ✓ One system for all teams- planned, improvements, response and voids
- ✓ Visibility of available space - agility to move jobs across teams and improved reporting across entire system
- ✓ Sub-Contractors access - using Connect's mobile app to view and complete jobs in real time. Provides the ability to quickly give sub-contractor's access to the Connect Mobile app to view jobs and complete them, while also including warning\ asbestos messages

4. Office Staff Improvements

- ✓ Booking jobs onto trades staff – enables staff to quickly follow up on visits and undertake any further work required, while also enabling jobs to be easily navigated and scheduled
- ✓ Information on the go - Team leaders were able to login to devices whilst out of the office using tablets and mobile devices, which reduced the need to come back into the office to view information
- ✓ Planning - easier to book out unavailable time across multiple operatives which reduced time doing manual tasks
- ✓ Jobs allocated - easy to automatically assign work to another staff member depending on how the working day is going. If jobs are taking longer than expected, pre-booked jobs will move automatically therefore reducing potential missed appointments for customers. This also enables reduced time for repairs teams to find additional work when jobs are finished earlier than expected

SLH are dedicated to continuously enhance their system and drive greater efficiencies, while further streamlining the working processes of over 100 staff. To achieve this, they have produced a vigorous 12 – 18-month roadmap that they will be working on, alongside Totalmobile



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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