



Totalmobile

CASE STUDY

Choice Services

Choice Services, (Ireland) Ltd, part of the **Choice Housing Group**, provide response repairs and maintenance services to over 9,000 properties across Northern Ireland. Their diverse portfolio includes housing, apartments and office buildings across the province and management services to the first **European Social Housing PPP** project in the Republic of Ireland.



Choice Services deploy Totalmobile's fully integrated job management solution to improve tenant satisfaction.

Formed in 2017, Choice Services Ireland Ltd boasts a 9,000-strong housing stock across 100+ mobile users and contractors. Choice Services provides PPP (Private Public Partnership), a social housing bundle that covers over 550 dwellings as part of its diverse management service offering.

After successfully implementing **Connect** as their primary **job management system**, Choice Services Ireland Ltd expanded its housing stock from 4,000 to over 9,000 units. The performance of Totalmobile's solution was a vital component of this expansion.

Early last year, with the impact of increasing inflation and the rising cost of living on tenants' financial sustainability, Choice Housing evaluated value for money in the delivery of maintenance services. Analysing the results, Choice Services expanded their delivery provision within Northern Ireland to cover approximately 80% of Choice Housing stock. Despite inflation, this expansion saw an immediate cost saving on the response repairs budget and extended the award-winning tenant engagement process provided by Totalmobile.

Recently, Choice Services reviewed their response repair services. The output of this review showed that the customer service engagement was higher and much more cost-effective than comparable external providers. With Totalmobile's work order management solution, Connect, already in place, Choice Services could rapidly expand using one system.



Before signing with Totalmobile, Choice Services looked to public procurement with a clear remit for an ideal solution. Through consultation, review and support, Totalmobile's **cloud-based work order management solution**, Connect, aligned with the current requirements of Choice Services. Connect offered Choice Services a solution that with:



Lower Operating Costs: Connect offered a cost-effective solution for their service operations.



Usability: Staff liked the direct access to resources anywhere, anytime and regular platform updates to the system.



Development: The teams responsible for rolling out Connect found it more accessible than any other product on the market.



Efficiency: Quick and easy installation of the solution into the company.



Seamless Integration Across Departments: This allows data to be quickly shared and tailored among different teams and departments.

Connect & Choice Services

Connect is a complete cloud-based work order management system, providing Choice Services Ireland Ltd with a comprehensive range of capabilities via one fully integrated solution.

With over 100 mobile workers, contractors, and office workers using the solution, Connect offers greater transparency into the entire work order lifecycle across Choice Services operations. This newfound visibility, control and capacity allow Choice Services to adapt quickly and expand against a challenging operational environment- a vital part of their success.

During the expansion, the average monthly task volume increased from fewer than 1,250 orders to over 2,500. Choice Service's teams even gained back time to respond to the legacy work backlog during the initial deployment. Against this backdrop, Choice Services' success as a quality maintenance provider shines through.

Choice Services welcomed new colleagues who immediately delivered service to the expanded area of the business. The transition was smooth, with new staff integrating and quickly coming up to speed on day one. New engineers required less training thanks to universal access to all task info and service resources direct-to-device (D2D). Teams have more time to focus on service delivery and worry less about long training cycles or paperwork.

A fully integrated solution...

The easy integration of Connect into existing operations was a key motivator for Choice Services. Completely SaaS-based, Choice Services operatives and service users can experience all the benefits of the cloud. This includes limited upkeep and regular system updates via one system that offers a modern, seamless user experience.

Seamless integration ensures that Connect complements existing working practices and delivers immediate value. Scalability and flexibility mean Connect is quickly amendable to any working practice or legislation changes.

“The transparency and speed of customer feedback that Totalmobile Connect provides us is second to none.” - James Sterling, Managing Director for Choice Services Ireland Ltd, part of Choice Housing Group

The results?

Before deploying Connect, Choice Services had minimal success engaging employees to use the legacy job management system. As a result, Choice Services needed to improve its ability to gather operational data, inform stakeholders and deliver modern customer service. Engaging staff in a new system would be critical to this success.

For incoming staff who needed more experience with mobile devices for coordinating workloads, training was provided jointly by Totalmobile workshops and Choice Services. This training included empowering new staff to complete response repairs up to the value of £500 without seeking variation approval. This new workflow removed significant internal bureaucracy for teams yet retained firm cost control over the entire process (e.g. taking of pictures in the field, materials consumption, and individual job costing remained). Staff engagement with the new platform was high, increasing compliance and adherence to preapproved workflows - improving overall quality standards.

After implementing Totalmobile's job management solution, Choice Services could quickly expand operations in Northern Ireland. Previously using disparate systems, connect provides Choice Services teams with one mobile app directly on their devices. Rather than completing manual paperwork or field data capture, engineers can now log into this app to digitally complete all admin tasks. This one-app approach across departments drives greater productivity by removing time-consuming admin tasks and manual data entry. Automating unnecessary manual activities frees their staff to focus on the task at hand and deliver outstanding customer service.

New ways of notifying service users have proved highly successful in reducing the number of missed appointments. Informing service users of engineer status, location, and visit times has proven highly successful in elevating Choice Service's service quality and customer satisfaction.

By increasing customer satisfaction rates, Choice Services have won the **“Excellence in Customer Service”** award at the Charter Institute of Housing in Ireland for two years in a row.

“Out of 1000 appointments made 200 of them were automatically rescheduled by the tenants via the system, reducing the need to contact Choice Services to rearrange”.

- James Sterling, Managing Director for Choice Services, part of Choice Housing Group

“Within the first month of using the solution our no-access rate dropped by 8%.”

- James Sterling, Managing Director for Choice Services, part of Choice Housing Group

“From simple appointment rescheduling to logging staff reports, we have helped digitise several crucial elements of Choice Services to increase efficiency and satisfaction.”

- David Webb, Managing Director for Housing & FM at Totalmobile

The Relationship

A strong business relationship exists between Totalmobile and Choice Services. The two-way communication between Totalmobile and Choice Services has been core to the successful implementation. Choice staff have been involved and engaged at every step in the solution development/integration and usage.

“We are encouraged to see that Totalmobile invested in developers and service support teams, the future is looking bright for both organisations. We understand and can see Totalmobile have put in a considerable amount of investment into their platform to support the front-line users and we are in it for the long term”.

- James Sterling, Managing Director for Choice Services, part of Choice Housing Group

The Benefits

Just over 32,000 work order tasks are logged per year. The operational transparency offered by Connect allowed Choice Services to fully understand its operational health and performance. This has allowed Choice to continuously improve its service offerings and customer service.



Dashboards for the management team stream vital service information into one place.



Visibility of end-to-end service delivery chain, giving insight into the performance and compliance of service delivery for both operatives and managers.



Field workers find the system straightforward to use, completing van inspections and risk assessments all on one device.



One platform and ease of use across departments allow data to be quickly shared and tailored among different teams and departments.



Flexibility within the system allows Choice to personalise the app, tailored to the individual or team's needs.



SMS messaging has sufficiently reduced incoming calls. Tenants get contacted at the point of appointment and can rearrange appointments themselves, reducing incoming calls and reappointments.



Improved efficiency – Allowing the planning time to make better decisions.



“Within the first week of us turning on Totalmobile's Connect rescheduling function, almost 20% of our appointments were rearranged by tenants themselves, putting the customer in control and saving our staff from answering around 200 calls”.

- James Sterling, Managing Director for Choice Services, part of Choice Housing Group

What's been fantastic for Choice Services...

The pace of change and the speed of customer feedback have been second to none for Choice Services. Customer feedback is typically provided within 20 minutes of each job being completed and gathered on every visit.

This has brought Choice Services much closer to its customers and their needs. This allows them to address any one-off or repeat issues quickly and efficiently.

“Totalmobile Connect has brought us closer to our customers as it allows us to address any failure quickly and efficiently, as well as see where the team is excelling.”

- James Sterling, Managing Director for Choice Services, part of Choice Housing Group

“We look forward to continuing to work together, not only with Connect but also with our other solutions which we hope will transform further areas of the organisation.”

- David Webb, Managing Director for Housing & FM at Totalmobile

“Choice Services have reduced maintenance costs through their proactive innovations with the average cost of a response repair task in 2022 decreasing by 11% compared with the previous year. This is a timely saving considering the cost-of-living crisis”.

- James Sterling, Managing Director for Choice Services, part of Choice Housing Group



Totalmobile



What's Next?

To learn more about our products & solutions , visit

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