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THEATRE

Optimising mobile repairs systems scheduling

- Neil Martin, Business manager, asset management & maintenance, Sandwell Metropolitan Borough Council

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Improving customer experience with workflow management and mobile workforce technology

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Introductions

Nick Shipton
Sales Director
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Neil Martin
Business Manager
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Sandwell Metropolitan Borough Council

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Improving Customer Experience

- We need to ensure we have the fundamentals in place
- Back Office systems, processes and workflows need to be in place and working
- We can then build on these foundations to use the shiny new technology



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Sandwell is a Metropolitan Borough in the Black Country, which is made up of six towns:

- Oldbury
- Rowley Regis
- Smethwick
- Tipton
- Wednesbury
- West Bromwich



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The population of Sandwell is estimated to be **325,000**, projected to increase by **30,300** by 2030.*



*ONS 2017 Mid-year population estimates

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Every year Sandwell Council delivers:

90,000 emergency, urgent and routine repairs for council owned homes

35,000 gas repairs

26,000 gas services

16,000 planned housing repairs

Out of hours service for emergency repairs, seven days a week

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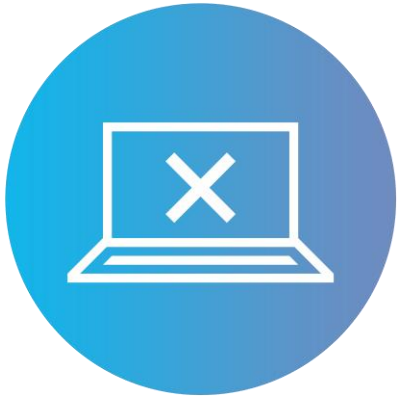




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Where we were

- Housing Repairs teams using ageing and unreliable mobile hardware.
- The back-office system; contradictory information between systems.
- Information failing to transfer from mobile workforce system to back office (10%+).
- Some aspects still paper based causing issues with missing data.
- Increased pressure and demand on the Housing Repairs service.
- Frustration amongst Planners & Housing Repairs Operatives.
- The need to improve customer experience.



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Service Demands

With an increasing demand on services, how could we overcome these challenges and streamline services whilst delivering an improved customer experience for citizens?

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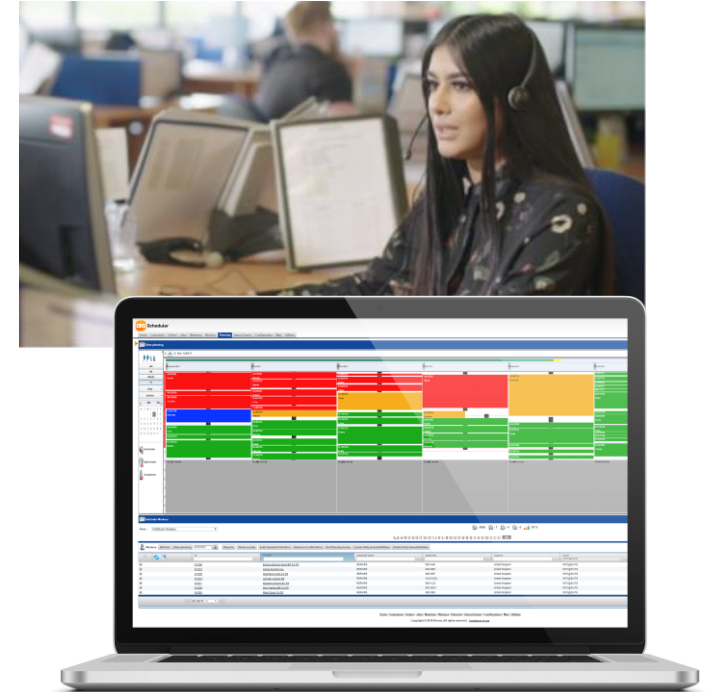
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Scheduler

Sandwell Council's Housing Repairs have successfully implemented Kirona's Dynamic Resource Scheduler (DRS).

- Dynamically scheduling repairs appointments for mobile repairs workforce
- DRS allocates jobs to Housing Repairs workers, and the job information is made available to the workers on their mobile device



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Scheduler

Keeping customers informed and minimizing no access risks through text messaging:

- Confirmation of repair appointment details
- 7 day reminder
- 1 day before reminder
- “We’re on our way” reminder



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Job Manager

- Job Manager provides Housing Repairs workers with all the information they need to perform the required task.
- Eradicates paperwork from the field as jobs are sent to workers directly each morning and updated throughout the day.
- Follow up jobs can be triggered in the field.
- Provides real time visibility, enabling customer service teams to update customers effectively.
- Lone worker protection.
- Ability to carry on working off line too when out of signal.



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Info Suite

- InfoSuite will provide management reports pulling in data from DRS and JM.
- A full end to end understanding of activities is captured and evaluated from the first point of contact to post work completion.



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Our Approach

To overcome the issue of the back office system's stability, Sandwell Council worked in partnership with Kirona to develop a new workflow management back office system.

This new workflow management system integrates DRS, JM, the Housing Management System and KeyFax.

Work Hub was born!



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A logo for Kirona, featuring a stylized cluster of dots forming a shape. **KIRONA™**

A logo for mgil learning, featuring the text 'mgil' in a circle followed by 'learning'.

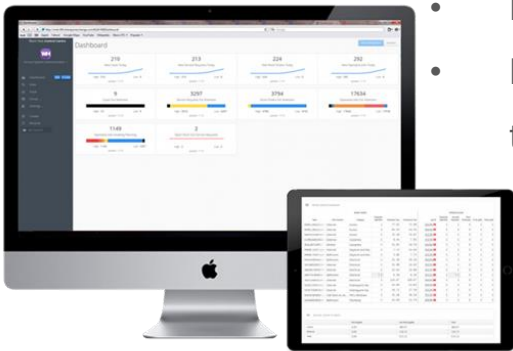


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Work Hub

- Work Hub is a workflow management system
- It enables seamless, reliable data flow, connecting the different departments with one another. It connects the back office with the field based repairs team
- Manage the detail of work and the resources utilised to complete it, fully monitor and control costs
- Manage communication with customers effectively, through the provision of onsite customer repair property history on the mobile device when responding to cases and issues



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Work Hub Operational & Strategic Benefits

Reliability

Stable System
Hosted approach
Secure Cloud Server

Integrated

- Repairs & Asset Data in One System
- KeyFax, MySandwell Customer Portal,
- Housing Management System

Accessibility

- Ease and Speed
- Mobile
- Unrestricted Whilst Being Secure
- GDPR Compliant

Future Proofed

- Channel Shift Customer Experience Enhancements (Self Service)
- Scalable for Future Systems to Be Integrated

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Ensuring staff are given the tools to deliver customer service excellence

Benefits our workforce experienced from implementing Kirona's workforce management solutions;

- Makes the employee's job easier. No one talks about I.T. anymore; **IT JUST WORKS!**
- Seamless, reliable data
- Paperless; no scanning, no printing, less to input
- Photo uploading – data capture
- Satellite navigation, route planned
- Driver vehicle check, ensuring their safety
- Gas servicing and electrical minor works certificate held against job
- Internal communications – read receipts
- Employee status; working, lunch etc.
- Lone working safeguards

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Areas where customer experience has been improved

- Accurate, live information, linked to asset database - optimised use of resources to meet demand
- Real time visibility of the working day, live job progress – on the way, started and completed
- Improving communication with customers, and supporting “avoidable contact”
 - Appointment confirmation, 7 day reminder, 1 day before reminder, “We’re on our way”
 - Tenant information; e.g. contact telephone details, special notes & red warning flags
 - Property repair history readily available on mobile devices for our trade employees
 - Repair teams empowered to create follow-on jobs, reducing the need for tenants to report jobs
- Reduction in tenants missing appointments and no access
- Customer satisfaction surveys

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Customer satisfaction performance for Housing Repairs

2017-18 (90.80%)

2018-19 (92.60%) Cumulative to January 2019

Data captured via text message surveys

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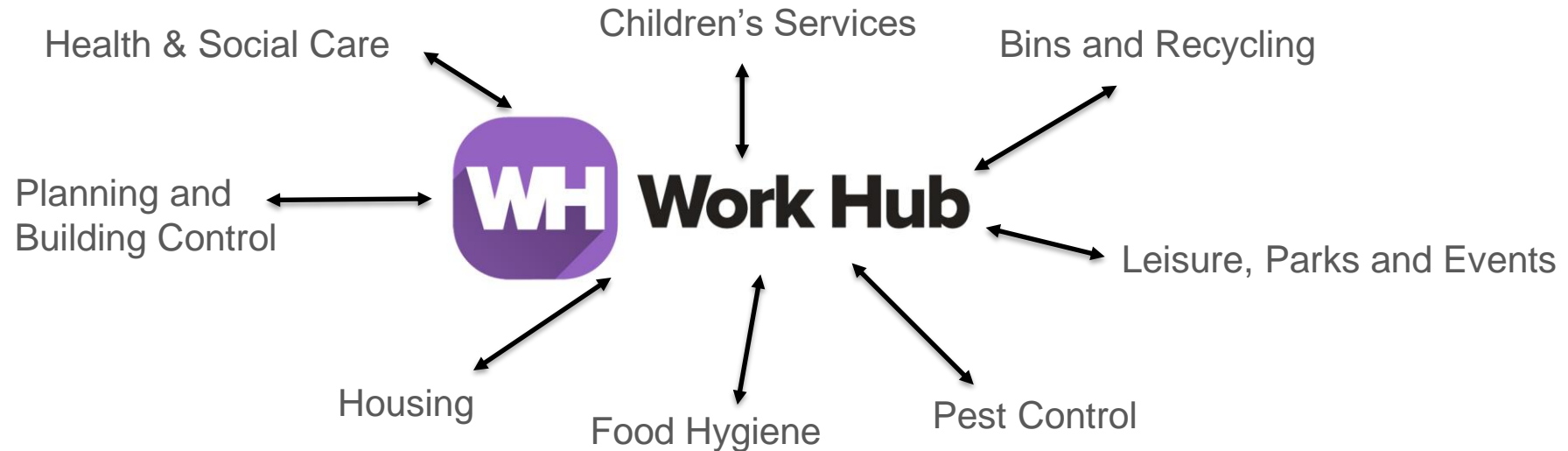
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The potential scope of rolling Work Hub to other departments within the council; connecting departments with one another, and with mobile workers in real-time.



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