



**Driving efficiency savings
while achieving 100%
customer satisfaction**

Using Kirona's DRS Scheduler
and InfoSuite software

Phoenix Community Housing is London's first community gateway housing association, who manage over 6,000 residential properties in South-East London. They improved visibility of their field based service team, increased customer service and made efficiency savings after implementing Kirona's DRS and InfoSuite software.

Knowing who's where and who's doing what

Phoenix had 18 months to run on their existing Job Management software contract. Having spoken to other organisations using Kirona's Solutions, they were keen to reap the benefits of a DRS platform which improved their ability to track who, among their workers, were where, and what they were doing.

Identifying the need to improve

Prior to adopting Kirona DRS and InfoSuite software, Phoenix Community Housing had limited visibility of its field based service teams. The service teams included bricklayers, electricians and other trades who enable Phoenix Community Housing to maintain a high standard of repairs to their properties. Phoenix Community Housing wanted a better way of knowing which operative was where and what work was being carried out during the emerging day.

A list of jobs for the day ahead would be allocated and issued to the field based service team each morning, and typically one-hour time slots would have to be allocated. This sometimes led to work over-runs and missed appointments.

The Solution

After identifying the benefits of a new scheduling system for their services team, Jim Humm, Partnering Manager and part of the Project Team at Phoenix Community Housing then set to find a solution.

Jim explains "As Kirona are a well-known supplier in the housing sector, I knew of their scheduling software DRS Scheduler and wanted to see if it could improve our service team scheduling." He added "Kirona's Dynamic Resource Scheduling software enabled us to change our approach to work scheduling, providing jobs to the service team on an individual basis, so when one job is completed, their next is automatically allocated, based on proximity, time allocated and other selected criteria and sent directly to their mobile device."

7%

increase in jobs completed year on year

8

staff reallocated away from Repairs Team headcount

>£135k

saving from reallocating workforce and reducing dependency on contractors

6.83

days average turnaround time from notification to resolution (previously 13 days)



Using Kirona's InfoSuite, Phoenix Community Housing are able to view historic and live reporting on the Service Team's productivity, from numbers of appointments kept and no access rates, to completion duration, travel patterns and analysing the outcomes of complete jobs.

The Outcome

The combination of implementing Kirona's DRS and InfoSuite solutions enabled Phoenix Community Housing to reduce the Service Team headcount by 8, redeploying them to other work streams in place of external contractors. This redeployment resulted in direct savings of £135,000 as the more costly external contractors were no longer required.

The Service Team also carried out 7% more repairs in the year following implementation compared to when they had been using their old system. This increase was particularly significant as the team had reduced in size by 8 people.

Phoenix Community Housing also reduced the completion times of jobs from 13 to an average of 6.83 days.

Jim Humm, Partnering Manager explained, "Implementing Kirona's DRS and InfoSuite tools has proven to be a win-win for Phoenix Community Housing. Not only have we cut costs significantly, we've improved visibility on the work that needs doing, and we're delighted to have achieved an initial rating of 100% in our tenant customer satisfaction survey."

100%

customer satisfaction of surveyed tenants



Speak to us

For more information about the project or to discuss any of Kirona's products and services contact Kirona at info@kirona.com or 01625 585511.



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