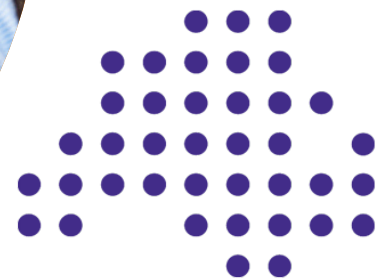




## CASE STUDY

# Eden HA

Eden Housing Association is a successful small independent registered provider of affordable homes with a rural focus.



Eden Housing Association is a successful small independent registered provider of affordable homes with a rural focus. They were established in 1997 following the voluntary transfer of housing stock from Eden District Council. They now operate chiefly across North Cumbria owning and/or managing around 1,982 homes for affordable rent or sale, and act as Managing Agents for Mitre Housing Association, Allonby Almshouses, and Lyvennet Community Trust.



## Challenges

One of the main business challenges for Eden HA was to become more efficient using their time and remove manual processes. All repairs across the Housing Association are carried out by sub-contractors and complimented with a small inhouse operative team. Before Totalmobile all operatives managed their time via outlook calendars, which provided a very manual process.

Operatives were also filling manual job sheets, which later had to be upload onto a system in the office. This meant that rather than being out in the field, operatives would have to spend a full day inputting data from the previous week, which significantly impacted upon their productivity levels.

Eden HA needed a better solution, however most software solutions Eden HA looked at were too big and the implementation costs were too expensive. Totalmobile was recommended and introduced by a supplier and after listening to the requirements of Eden HA, Totalmobile were able to offer a solution which was cost effective and scaled to the size and variability of Eden HA.

Eden also found the price of the solution to be particularly competitive, with a subscription-based model and no up-front costs, reducing any risk to Eden HA.

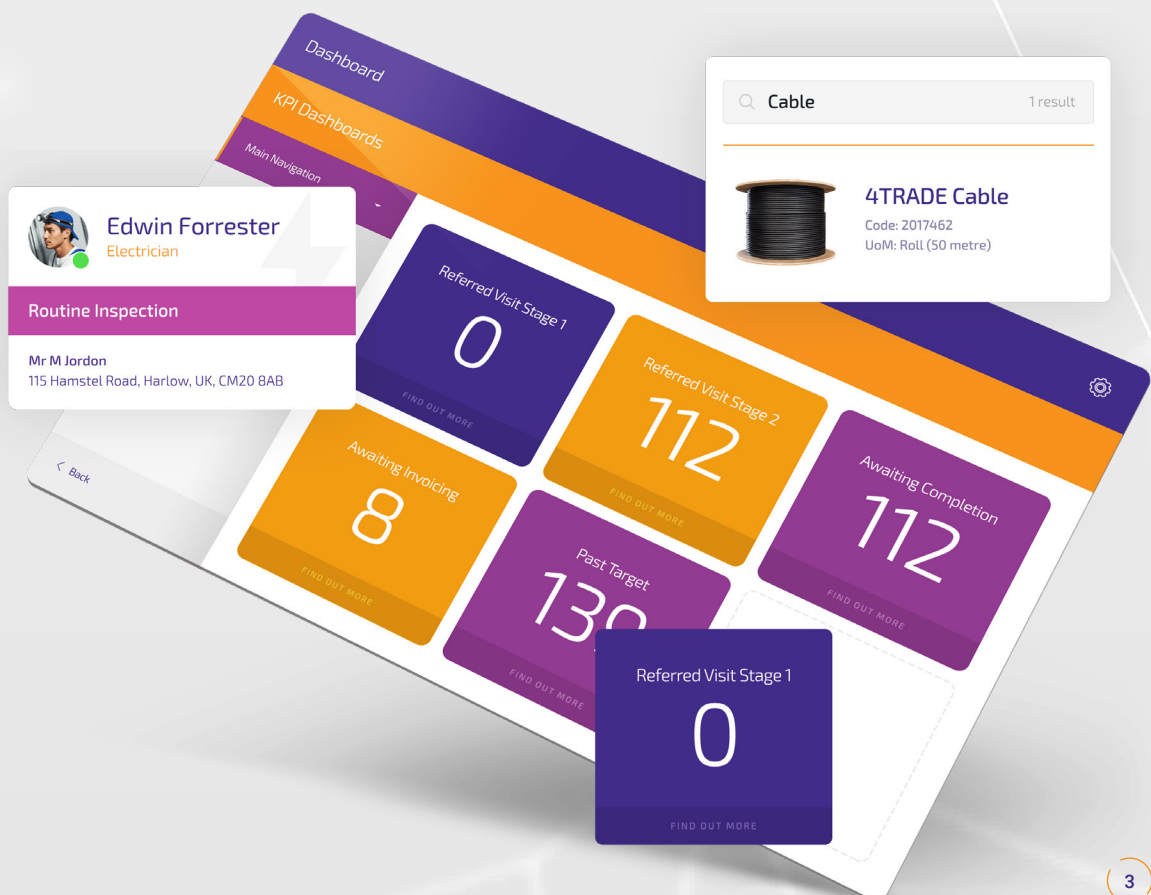
# The solution

Connect from Totalmobile was deployed in 2017 by Eden HA and is used by field operatives and the customer service team. Jobs are logged onto the system and passed through Connect to schedule and allocate to operatives in the field.

The previous process never gave Eden HA any simple visibility of what work was allocated. Now Eden HA have live dashboards running in the office which provides clear visibility of work being carried out and completed. The transparency has allowed Eden HA to become more efficient in scheduling workloads and reporting at a much more detailed level.

The speed of deployment was quick. This was Eden HA's first cloud-based system and it was implemented without disruption. Onsite training was carried out and operatives started using the solution straight away without any issues.

Feedback from operatives also highlighted that the solution was easy and simple to use and had been designed with clear directions of actions staff needed to take.



# Benefits

Some key features of the Connect solution include:

- **Van checks** - each morning operatives are prompted to carry out van checks. The system forces the operatives to conduct these before starting the day if this isn't completed, they will not get any scheduled work sent to them.
- **Risk assessments** – these are carried out each morning with the reports saved automatically as PDF's, with sign off copies as evidence, Eden HA has never before had this level of instant visibility around sign off, providing them with a significantly improved process.
- **Automation** - the automation of reports, scheduling and job management has really helped save Eden HA time and money, increasing efficiency.
- **Adaptable solution** - The software solution is very adaptable and allowed two-way communication to integrate into other systems which Eden HA use. The solution was also found to be very scalable, and is designed to adapt as required.
- **Time savings** – The utilisation of the solution has seen Eden HA save time in a range of areas including:

**Eden works** – circa 3 hours per employee/ week

**Corporate Admin** – circa 3 hours per week in manual input of paperwork and forms into Orchard/ Filing.

**Repairs Officer** – circa 2 hours a week not managing diaries manually with changes to operative diaries reflected in real time of the devices.

Taking these time savings into consideration, field operatives are saving on average around 2 hours per day, enabling them to focus on required work and enabling better value investment.

## Future Plans

Should Eden HA expand their operatives in the future they will look to scale up and use Connect as an inhouse solution as the system has proven to be very adaptable. Eden HA is confident that Connect will provide them complete visibility of when checks have been carried out and if any issues have been raised.

Eden HA are also looking at a range of options which can be used across the business for enhancing and improving their current system. The "universal connector" part of the software is a toolkit which can manipulate and link multiple different systems. The plan is to continue to develop this to increase the value for money and return on investment. This will be expanded for use within void inspections and auto write back to Orchard to offer additional efficiency savings.

"I didn't think there was a cost-effective system for the scale of our company, Totalmobile has helped provide us with our own solution as well as assisting us in our transition to becoming more cloud based. We are now working with an adaptable solution which is well thought out from an operatives view, easy to use and has ultimately enabled us to become more efficient."

Owen - ICT Manager Eden HA



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# 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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