



Company Profile

- > Property maintenance & repairs
- > RSL & Local Authority clients
- > Yorkshire & North-East
- > 100 multi-discipline labour force
- > c. 50,000 work orders per annum
- > £8.5m annual sales

Case Study: Milnerbuild



“ We’ve found Causeway’s Vixensoft system and the support network provided by the team to be very effective, professional and, most important, flexible. It’s a reliable and scalable solution that continues to meet the specific needs of Milnerbuild and our partners. ”

Alistair Hodgson, Managing Director



Milnerbuild are a specialist provider of integrated building solutions to regional social landlords and local authority clients throughout Yorkshire and the North East of England. From their head office situated in Leeds, West Yorkshire, their multi-disciplined directly employed labour force delivers 24/7 repair and maintenance, void repair works, refurbishment, alteration and adaptation works to approximately 10,000 properties each year.

Motivating factors

Milnerbuild sought a software solution that would allow them to improve the management of their emergency repair and maintenance term contracts for clients including Equity Housing Group, Johnnie Johnson Housing Association, Leeds Jewish Housing Association, Sadeh Lok Housing Group, Accent Group and Leeds Federated Housing Association.

Initially the core requirement was for a suitable resource scheduling application that would allow them to plan and schedule work efficiently for field operatives and maintain paperless records. Milnerbuild’s commitment to quality client service was also a motivating factor, wishing to guarantee SLA compliance and deliver superior KPI reports.

Implementation

Engineer’s Diary, which acts as the hub of the Causeway Service & Maintenance suite, powered by Vixensoft, stood out as a flexible and user-friendly tool for Milnerbuild’s call centre staff. The Diary resource planner would simplify the allocation of work and receive call-outs directly from interfaced client systems.

Milnerbuild’s solution was implemented in March 2007, with staff trained on-site by Causeway’s specialist trainers. Interfaces were written to client call-handling systems and customised ‘Jeopardy Reports’ created to achieve appointment compliance against Milnerbuild’s appointment structure.



“We’ve achieved upper quartile performance against Housing Corporation targets for all our clients and have now moved our engineers on to PDAs to take things even further. Over time, we’re anticipating significant cost savings and performance improvements, as well as major benefits for our clients.”

Alistair Hodgson, Managing Director



Tangible benefits

Milnerbuild’s Managing Director, Alistair Hodgson, cites the improvement in visibility and traceability of orders, from receipt through to cash collection, as a significant benefit to the company:

“We process about 50,000 orders a year through the Vixensoft system and therefore the ability to pull up a repairs history against each property and access details relevant to repair types, engineer, dates and time undertaken is key. As, of course, is the ability to reconcile and report against such things as unexecuted orders by trade, value of work planned/scheduled and completed orders by engineer, with knowledge of what orders were completed in time, invoiced, paid, etc.”

By pulling together and digitising client, contract, site, plant and engineer records, Milnerbuild’s Vixensoft system has automated much of the record keeping which had previously generated considerable paperwork. Client system interfaces have also streamlined the call-logging and reporting processes.

Internal jeopardy reports have enabled Milnerbuild to maintain upper quartile performance ratings for all of their clients, realised against Housing Corporation targets.

Mobile technology & the future

Most recently, Milnerbuild have extended their integrated system to include Causeway’s Mobile Workforce suite, using T-Mobile as their contract service provider. Following a trial to prove the business case, the use of PDAs was introduced across the workforce to minimise paperwork and improve call centre-to-engineer communications. This forward-thinking move by Milnerbuild promises to deliver significant benefits to their clients, as well as maximising productivity.

Mobile service provider T-Mobile



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