



Total Solutions for Local Government & Housing Associations

***APSE Wales Housing & Building Maintenance
Advisory and Benchmarking Group***

Swansea

Friday 12th January 2007

www.ctechs.co.uk



Introductions

- Kevin Pattenden - Business Manager
- Cathryn Miller - Business Manager

Agenda

- Why Consilium are here
 - Our Credentials
- What technologies are helping service delivery
- Future Options



Consilium's Credentials



- Who are we?
 - IT Company (Software Development)
 - Formed 1985
 - 118 Customers
 - May know us as TASK!
- What do we do
 - Repairs/Contractor Management
 - Mobile Working
 - Finance Management
 - Both LG and HA
 - Both Corporate and Departmental

Consilium's Credentials

- Our Products
 - TotalRepairs – Back Office
 - TotalMobile
 - TotalFinance - Costing
 - TotalView – Portal MI

Also

- Xmbrace
- omFAX
- Fleetmaster
- Covalent





Latest Technologies

Latest Technologies



- Web based Working
- Mobile Working
- Appointments

Web based Working - Portal

- **What is a Portal**
 - Internet Site
 - Intranet
 - Extranet
- Method of delivering information to many users in a quick, cheap and easy use manner. A dynamic Intranet.



Google Portal

Google - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address <http://www.google.co.uk/ig?sourceid=navclient&ie=UTF-8&hl=en>

Google Go Search UK Bookmarks PageRank 7 blocked Check Translate AutoLink AutoFill Send to Settings

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 Search: the web pages from the UK
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Date & Time [edit](#)

Google Calendar [edit](#)

<	August 2006							>
Su	M	Tu	W	Th	F	Sa		
23	24	25	26	27	28	29		
30	31	1	2	3	4	5		
6	7	8	9	10	11	12		
13	14	15	16	17	18	19		
20	21	22	23	24	25	26		
27	28	29	30	31	1	2		
3	4	5	6	7	8	9		

[Add Event](#)

Weather [edit](#)

Belfast
 13°C
 Light Drizzle
 Wind: SE at 17 km/h
 Humidity: 91%

Today	Thu	Fri	Sat
18° 14°	21° 13°	16° 11°	17° 16°

Liverpool
 18°C
 Scattered Clouds
 Wind: W at 13 km/h
 Humidity: 59%

Today	Thu	Fri	Sat
18° 13°	19° 13°	19° 12°	17° 16°

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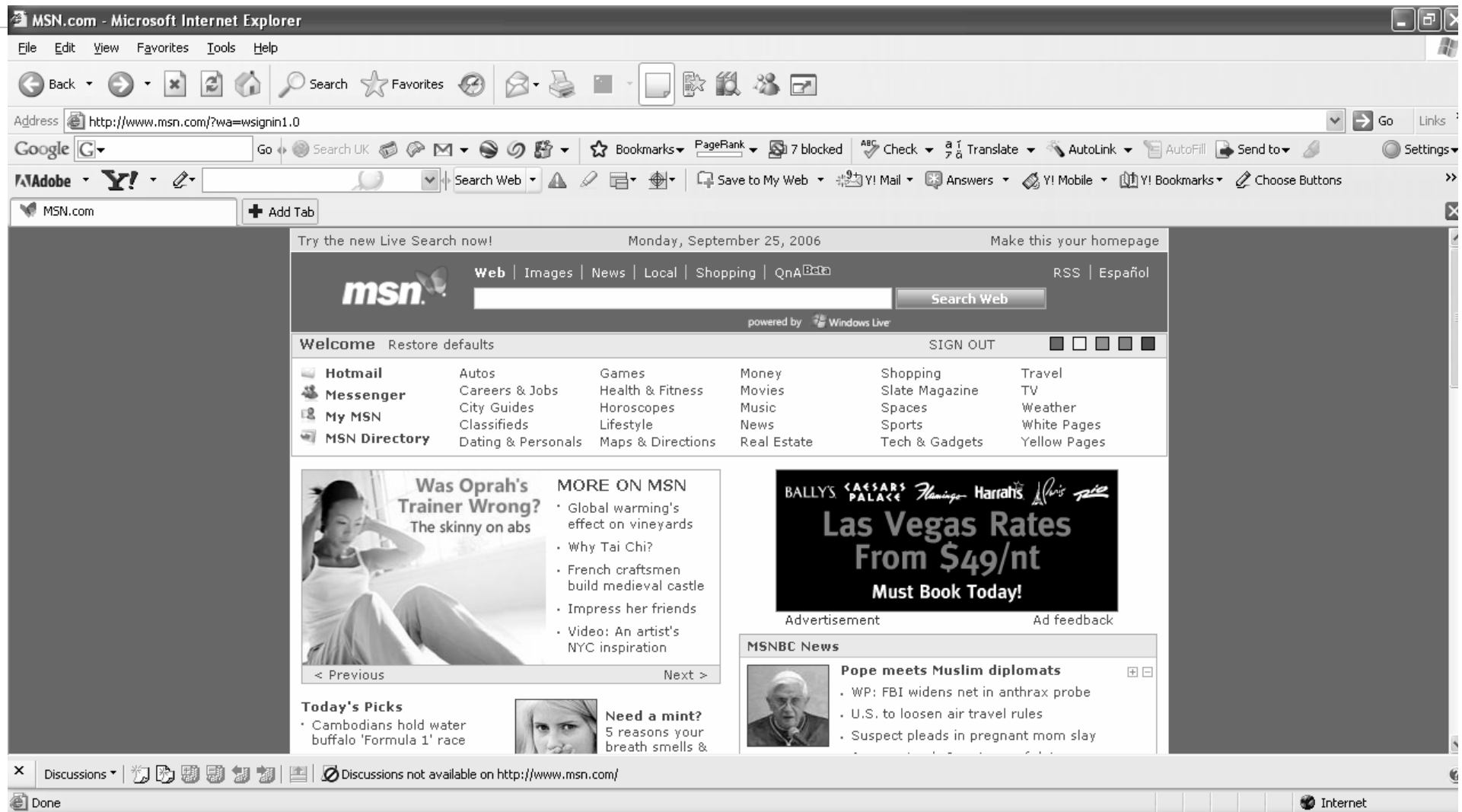
[Dangerous Hurricane John rakes Mexican resorts - Hindu](#)

[Airport should have had 2 controllers, FAA says - Contra Costa Times](#)

Discussions not available on <http://www.google.co.uk/>

Done Internet

msn Portal



Consilium TotalView Portal

Portal - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Media

Address http://www.consiliumontap.net/Portal2/default.aspx?LinkID=PTL-0

SingleView : 2.1.52100.1

HOME CONTACT SITEMAP PROFILE SIGN OUT

CONSILIUM
TECHNOLOGIES

MYAPPLICATIONS | MYDOCUMENTS | MYCOMMUNICATION | MYCORPORATE | MYTIME | MYWEBSITE | MYSUPPORT | MYADMINISTRATION | MYMOBILE

PORTAL FAVOURITES

- E-CREDITORS
- E-PURCHASING
- RISK MANAGER
- BUDGET ENQUIRY
- INLAND REVENUE
- TASK WOM
- CREDITORS ENQUIRY
- TO DO LIST
- AGED DEBT ANALYSIS

ADD / EDIT FAVOURITES

DOCUMENT CENTRE

DOCUMENT CENTRE	NEW DOCS
USER MANUALS	1
STATUTORY REPORTS	3
FINANCE USER REPORTS	5
HISTORY REPORTS	2

FULL REPORT

MATERIALS

SUMMARY OF ACTIVITY	NUMBER
JOBS AWAITING MATERIALS	7
TODAYS DELIVERIES	26
OVERDUE DELIVERIES	
E-ORDERS FOR COLLECTION	
LOW STOCK LEVELS	

APPLICATION

OPERATIVE PERFORMANCE

NAME	JOB VALUE LAST MONTH (£)
STEPHEN IRWIN	12600.00
SIMON NIXON	12240.00
ANDREW EVANS	11880.00
KAREN HILLEN	11520.00
MARK WARD	10800.00

FULL REPORT

OPERATIVE PERFORMANCE

NAME	JOB COUNT (LAST MONTH)
STEPHEN IRWIN	154
SIMON NIXON	151
ANDREW EVANS	147
KAREN HILLEN	144
MARK WARD	142

FULL REPORT

TODAY'S JOBS

STATUS	COUNT	VALUE (£)
ALLOCATED	43	3870.00
NOT ALLOCATED	21	1848.00
PART ALLOCATED	9	940.00
JOBS DUE THIS WEEK	15	1395.00

FULL REPORT

REPAIRS

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TODAYS APPOINTMENTS	0
UNALLOCATED EMERGENCY JOBS	0

APPLICATION

Internet

start TASK (FAST TRACK) ... onTAP Portal - Sign I... Portal - Microsoft Int... Document1 - Microsof... 16:46

Web based Working - Portal

- **Portlets**

- **Digital Dashboard – Dynamically updated**

- **All high level information relevant to your role**

Finance & Operations, Senior Managers, Councillors, Tenants - Stakeholders, 3rd party applications

- **Management Information**
KPI's, Budget Reports, Alerts

- **Access to Web Based Functionality**
Raise Jobs, Arrange Appointments, Workflow



Consilium TotalView Portal

Portal - Microsoft Internet Explorer

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Portal - Summary

- Quick and easy way of accessing info
- Ideal for occasional users
- Enables sharing of info and reduction of interfaces
- Can be quickly and easily updated without changing core back end systems





Mobile Working

Mobile Working



- What are the advantages
- What technology is best
- What sort of device should I use
- Implementation Issues
- What applications are available

Mobile Working - Advantages

Pretty much accepted

- Better management of data (task allocation and workload scheduling).
- Reduction in duplication (reducing paper and ink consumption).
- Reduction in travel time (increasing jobs per person per day and reducing fuel consumption).
- A more responsive service for the customer.
- Reduction of paperwork
- Reduced data entry
- More accurate reporting
- Increased productivity
- Reduced costs
- Health and safety – location management
- Environmental Issues
 - Reduced paper and print cartridge consumption
 - Use of less fuel, which results in lower exhaust emissions.
 - Operating from smaller premises will not only result in lower running costs for heating and lighting but will also contribute to lower energy consumption.
- Increased accurate information for tenants or customers
- More rapid responses to requests for work



Mobile Working - Advantages



- Cost Savings
- Local Authority
 - Saved £ 50,000 in diesel savings alone in 6 months

Mobile Working - Savings

A Conservative Example

100 operatives are employed across multiple trades

Each operative completes on average 5 jobs per day

The earnings per job is about £75

With mobile in place each operative increases output by 1 job daily.

100 operatives x £75

= £7,500 per day

£7,500 x 5 = £37,500 per week

£37,500 x 45 weeks = £1,687,500pa

Additional Savings

2 Jobs daily per operative is reasonable with a complete suite of mobile applications

Job Ticket Printing Costs eliminated

Fuel consumption reduced

Voice Communications cost reduced

Clerical Processes eliminated

How is this achieved?



- Eliminate waiting time for materials
- No journeys to depot for job tickets
- Agile job scheduling
- Informed call centre
- Real time information

Mobile Working - Technology

- Normally technology doesn't trump business requirements
 - VHS v Betamax
 - HD DVD v Blue Ray
- Two backbone Options
 - Proprietary
 - Standards - MS
- Networks - Independent
 - GPRS
 - GSM
 - WiFi
 - WiMax



Mobile Working - Devices

- Up to you
 - Slim
 - Rugged
 - Insurance
 - Contract



Mobile Working - Implementation

- Software is the least of your worries
 - Employee buy in
 - Business processes
 - Choose a Network
 - Integration
- Ensure that software can be updated remotely
- Go live on small number then roll out



Mobile Working - Applications



- Job Management
 - Job ticket
 - Raise Variations
 - Completions
 - Tennant Signature
- Materials Management
 - Bar Code
 - Stock Issue/Return
 - Replenishment
 - Once off orders
 - Internal/Builders Merchants
- Image Verification

Mobile Working - Applications

- Best Practice
 - Health & Safety
 - Asbestos
 - Power Tools
 - Installation Instructions
 - Vehicle Checks
- Gas Maintenance
 - CP12
- Timesheets
- Wardens/Pre inspections



Mobile Working - Summary

- Big Savings to be made
- Improved Professional Service
- Make sure get right technology
- Ensure that you have independence to change/grow
 - Network
 - Back End Technology
 - Devices
- Implementation in its own right
- Buy applications not tool kit





Appointments

Appointments



- Main Driver of change in most organisations
- What are the issues
- What are the technology options

Appointments - Issues

- When offer them
 - First Call
 - Call back
- What if using housing system
 - Agreed Slots
 - Interfaces
 - Integration
 - Drop housing repairs modules
- What about on/off spike working or JIT
- What about Corporate CRM



Appointments – Technology Options



- Manual
 - Offer tenant appointment and try to match afterwards
 - Allocate Tradesman to job
- Automatic
 - System offers appointment based on available resource, trade, priority and area.
- Dynamic
 - Use scheduling tool that constantly updates and reschedules

Appointments - Summary

- Few options
- Changes to business
- Think about how it will link into mobile working



Future

- More Web – not for 'web' sake
- More Mobile – more apps, more devices
- RFID
- Virtualisation
- ASP (Hosting)



Consilium Technologies - A total **view** of *your* business

- TotalRepairs
- TotalMobile
- TotalView
- TotalFinance
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- 028 9448 0000

