



**APSE South & South West
Asset Management, Housing and Building
Maintenance Advisory Group**

Wednesday 12th December 2012

The Bristol Conference Centre, Shirehampton, Bristol



Welcome

Chair: Cllr Jenny Smith, Bristol City Council

TOTAL PLACE APPROACH TO ASSET MANAGEMENT

TOTAL PLACE: ASSET MANAGEMENT PROJECT

1. BACKGROUND

- Patchway – need a site for a new hub!
- Partners –
 - SGPCT
 - Fire & Rescue
 - A&S Police
 - GWAS
- SWRIEP funding
- Partners expanded to include Bristol City, BANES and North Somerset Councils
- Area expanded to include Greater Bristol



TOTAL PLACE: ASSET MANAGEMENT PROJECT

OBJECTIVES (3 stages):

1. Plotting of all partner-owned land & buildings
2. Project later expanded to include other public sector partners, e.g. Highways, Network Rail, etc.
3. Final stage to include community assets

OUTCOMES -1:

- Property asset information web app went live in November 2010

<http://maps.bristol.gov.uk/pinpoint/?service=assetinfo>

Total Place – Assets Plotted

Total Place - Web Mapping Application

Help
Logged in as brcvvp1 Logout

Address Search | Asset Search | Search by Postcode

Strategy Information
Asset Search Results
Map Contents

- Secondary School
- Shops
- Sporting Activities e.g. L
- Workshops
- Unclassified
- Total Place (Areas)
 - Car Parks
 - Care Homes
 - Cemeteries and Cremato
 - Development Sites
 - Factories and Manufactur
 - Farms
 - Fire, Police and Ambulan
 - GP Surgeries and Clinics
 - Grazing Land
 - Hospitals
 - Libraries
 - Lock-Up Garages and Ga
 - Markets (indoor and outc
 - Mineral workings & quar
 - Museums
 - Nursery/Creche
 - Offices and Work Studios
 - Petrol Filling Stations
 - Primary, Junior, Infants
 - Prisons

Map showing various assets plotted on a street map. Assets are represented by colored polygons and symbols corresponding to the legend. The map includes street names such as Hillfields, Larch Road, and High Street. A scale bar at the bottom indicates distances up to 4064 Feet.

Search for assets within any radius of a specified point

Total Place - Web Mapping Application

Help
Logged in as brcvvp1 Logout

Address Search | Asset Search | Search by Postcode

Strategy Information

Asset Search Results

Export Selected Result Set

Clear All

Results (212)

- Total Place (Areas) (212)
Records 1 - 25 of 212
 - Sporting Activities e.g. Leisure Centre, Golf Course
 - Sporting Activities e.g. Leisure Centre, Golf Course
 - Unclassified
 - Unclassified
 - Unclassified
 - Unclassified
 - Unclassified
 - Unclassified
 - Unclassified
 - Unclassified
 - Unclassified
 - Care Homes
 - Offices and Work Studios
 - Shops
 - Shops
 - Shops
 - Shops
 - Shops
 - Lock-Up Garages and Garage Courts
 - Care Homes
 - Farms
 - Public and Village Halls
 - Lock-Up Garages and Garage Courts
 - Offices and Work Studios
 - Lock-Up Garages and Garage Courts
- Asset Search results: No results found (0)
- Results (0)

Map Contents

County Boundary line

2.5 km radius

0 657 1314 2628 3942 5256 Feet

Internet | Protected Mode: On

Done

TOTAL PLACE: ASSET MANAGEMENT PROJECT

OUTCOMES Stage 1 cont.:

- £1.5m savings p.a. identified based on “notional rents”.
(£15m over 10 years)
- Additional savings achieved through capital receipts
- Internal market between space buyers (e.g. health providers, Police) and space providers e.g. UA’s.
- Changes in working culture, partnership working, smarter working practices etc,
- Confidentiality issues. Non Disclosure Agreement.
- Non-public strategic layer for asset managers
- GIS information enables personal contact between asset managers for sensitive issues.
- Benefits of networking /communication!

TOTAL PLACE: ASSET MANAGEMENT PROJECT

- Winner of National Gazeteer Exemplar award 2011.
- Somerset CC have adapted the model.

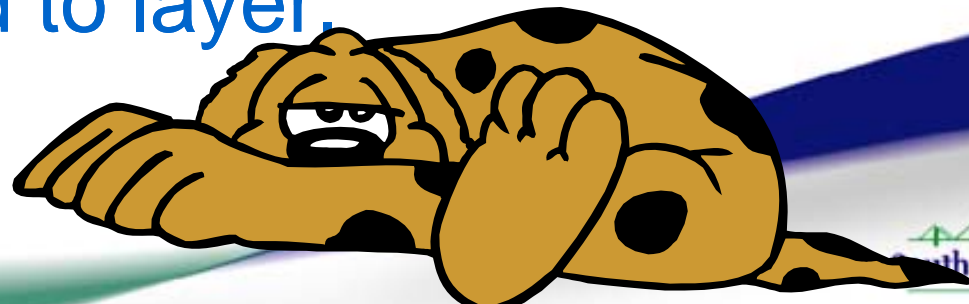


TOTAL PLACE: ASSET MANAGEMENT PROJECT

Stage 2 (Extending to other partners)

Outcomes:

- Little appetite for combined asset planning.
- Overlap with other initiatives (e-Pims, SHAPE)
- Property data lifted from other sources and added to layer.



TOTAL PLACE: ASSET MANAGEMENT PROJECT

Stage 3 (Including Community data)

Challenges:

- Collating data on non-council-owned buildings
- Quality of data.
- Security, eg contact details
- Resources



TOTAL PLACE: ASSET MANAGEMENT PROJECT

Stage 3 Outcomes:

- All property owned by parish & town councils included.
- All known community buildings included for Bristol & South Glos.
- Can be searched by radius or postcode. Some contact details given.
- Pin data (illustrative) only.

TOTAL PLACE: ASSET MANAGEMENT PROJECT

Link to Localism 1 – Transparency Agenda:

- DCLG survey on publishing asset data
- Wave 3 of Capital & Asset Pathfinders focusing on growth agenda, assets being used to unlock local opportunities.
- Some data difficult /meaningless
- Asset mapping provides a convenient way for community to access information

TOTAL PLACE: ASSET MANAGEMENT PROJECT

Link to Localism 2 -Assets of Community Value

- Local authorities must decide which properties should go on the Register.
- Danger of local orgs competing for funding /footfall.
- Asset mapping a useful tool for planning /decision-making.
- Helps community groups with business planning /fund-raising by looking at opportunities within a radius.

TOTAL PLACE: ASSET MANAGEMENT PROJECT

Conclusions:

- 3 phases of the Total Place project delivered.
- “Non-cashable” community benefits of having health /police /council services together.
- Working together with partners
- Mapping as a tool enabling proper planning of community assets.
- Localism gives direct access for the community to the asset planning process.
- Links to growth agenda & stronger communities.



Question & Answer Session

James Owen

Head of Energy and Sustainability

Swindon Commercial Services Limited

In-house Renewables Delivery



Why do it?

Sweat your assets



Fuel Poverty



Environmental targets and policies



How to do it?

Accreditations

APPROVED INSTALLER



Train



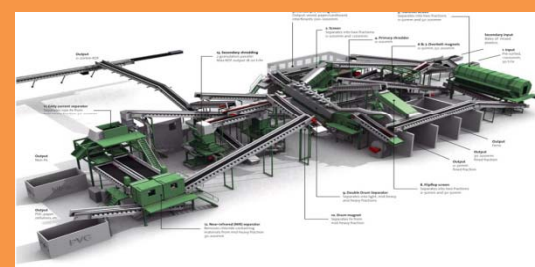
Supply Chain



Funding



What are we doing?



Success Stories

22.03.2012

climate change

THE MJ Focus



Feel the power

The arguments for embracing renewable energy as part of a climate change mitigation strategy are well understood. In an ideal world, local authorities would be leading renewable-energy projects for environmental reasons alone.


Given the current economic climate, however, the case for renewables becomes all the more compelling when there is a clear business case for investment and tangible benefit in the form of jobs, skills development and stimulation of local economies and supply chains. Recent re-

Council-led renewable-energy schemes deliver economic and social benefits as well as helping tackle climate change, as pioneers such as Swindon demonstrate, says **Paul O'Brien**

down in price and we have got smarter on installation. The forthcoming Green Deal entails £4.4bn spending a year, which means there is an opportunity.

"Councils doing it themselves is the best way to make the most of that opportunity as it gives a legacy of local skills and intelligence." Changes to FITs rates have obviously caused uncertainty for local authorities involved in renewable-energy projects. But, all is far from lost, in my view. Our research model built in sensitivity tests for factors which are liable to fluctuations – principally FITs

A couple of Case Studies



Swindon Commercial Services Ltd
Innovative Solution Provider

Catherine Wayte School

Client
Catherine Wayte School

The Contract
The installation of Solar Photovoltaic panels on the roof of Catherine Wayte school in North Swindon, with monitoring equipment.

Challenges
We had very little time for the entire process from gaining planning permission to registration upon completion, in order to take advantage of the Government's Feed in Tariff before the tariffs were reduced. Our client also wanted the installation work to be carried out during school holidays.

Our Approach
A prudent and realistic financial model developed by Swindon Commercial Services Ltd and accredited by the Association for Public Sector Excellence (APSE) provided answers to questions from the various stakeholders involved in the decision making process. Pre-surveys using Solmetric SunEye™ equipment enabled reliable data to be entered into the cost generation model. Examples demonstrating proven benefits from both a financial and carbon reduction perspective, enabled quick decision to be made and the project to go ahead.

In just nine weeks we promoted the concept, gained Council support, acquired all cross-party Cabinet approval and funding; dealt with all planning questions; ordered, installed and registered the scheme before the tariff was reduced. The work was completed during school holidays ensuring a smooth installation process with very little disruption to the school.


We installed a total of 186 panels, producing 42kWh of energy.

One year on and beyond



Amount of energy produced	44 MWh*
Average Return On Investment	7%
Savings per year for 25 years	£15,600
Estimated profit after 25 years	£227,500
Payback time for this installation	10 years


*This is equivalent to producing enough energy to power 14,500 homes for 1 hour

Email: scscustomerservices@swindoncommercialservices.co.uk
www.swindoncommercialservices.co.uk



Swindon Commercial Services Ltd
Waterside Park
Cheney Manor Industrial Estate
Darby Close
Swindon
SN2 2PN
Tel: +44 (0)845 600 6422



Swindon Commercial Services Ltd
Innovative Solution Provider

Thamesdown Transport Depot

Client
Swindon Borough Council

The Contract
The installation of Solar Photovoltaic panels on the roof of the main transport depot in Swindon complete with monitoring equipment.

Challenges
The installation of the panels was completed while the bus depot was fully operational, requiring our installers and suppliers to set out detailed pre-construction method statements.

We had very little time for the entire process from gaining planning permission to registration upon completion, in order to take advantage of the Government's Feed in Tariff before the tariffs were reduced.

The client required a Return On Investment within 10 years, which our detailed financial model was able to demonstrate with confidence.


Our Approach
A prudent and realistic financial model developed by Swindon Commercial Services Ltd and accredited by the Association for Public Sector Excellence (APSE) provided the client with answers to the most important question "How much will we save on our energy bills and will the investment pay for itself?" Careful pre-surveys using Solmetric SunEye™ equipment enabled reliable data to be entered into the cost generation model. Examples demonstrating proven benefits from both a financial and carbon reduction perspective, enabled quick decision to be made and the project to go ahead.



In just nine weeks we successfully promoted the concept, gained Council support, acquired all cross-party Cabinet approval and funding; dealt with all planning questions; ordered and installed and registered the scheme before the tariff was reduced.

We installed a total of 432 panels, producing 99 kWh of energy.

One year on...
Continued online, remote monitoring of the installation gives a 'real life' picture of the overall performance and financial benefits to the client.

Email: scscustomerservices@swindoncommercialservices.co.uk
www.swindoncommercialservices.co.uk

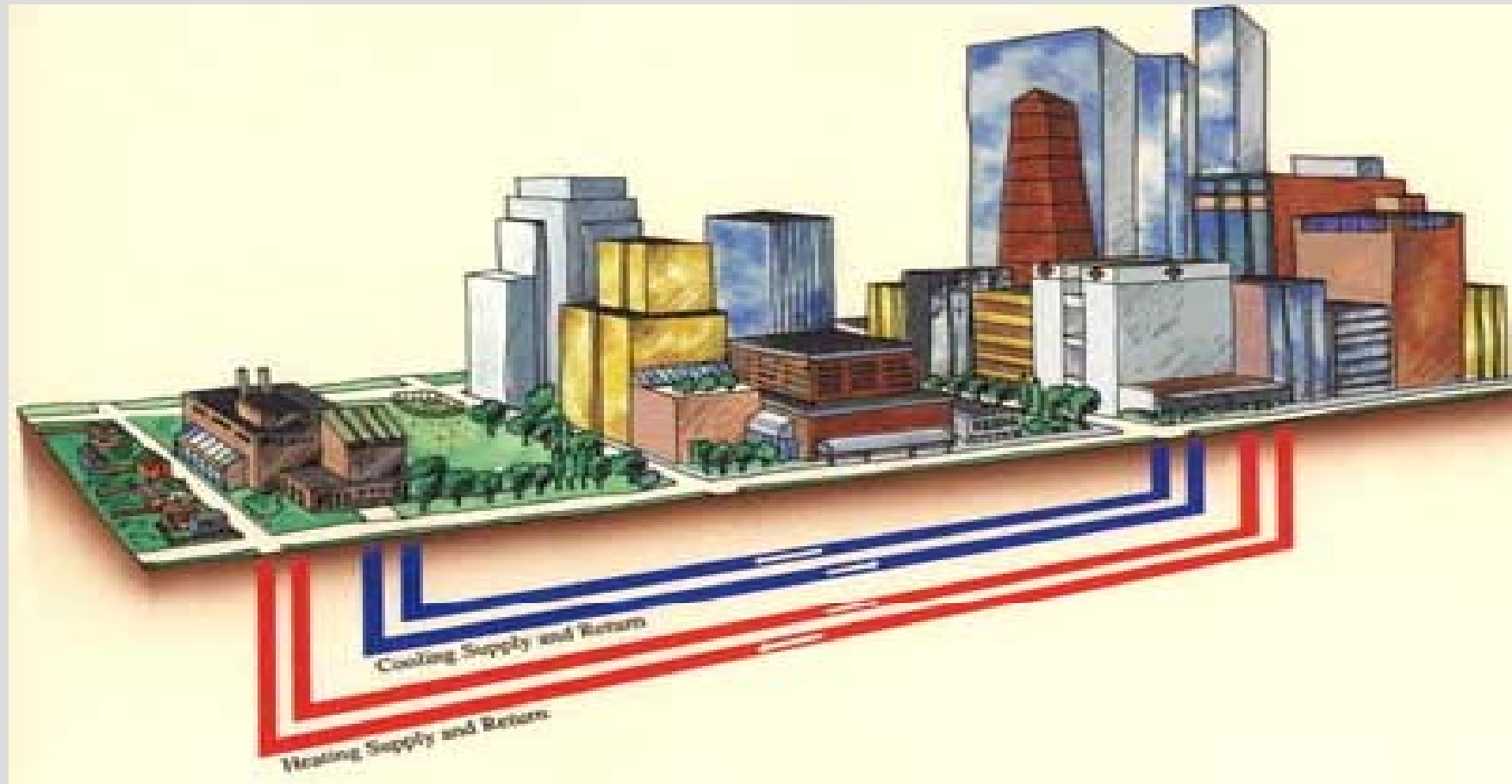


What Next?



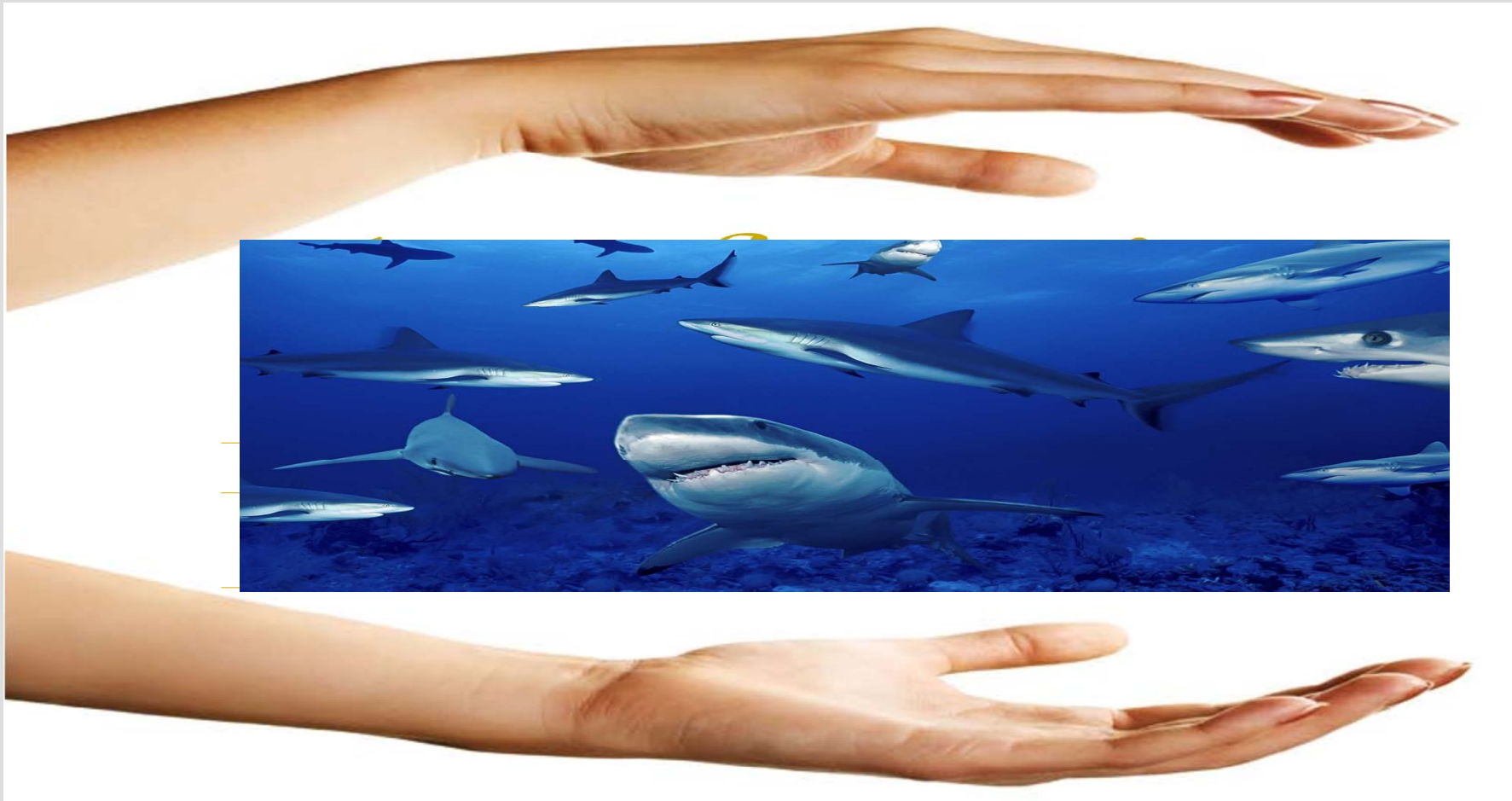
ESCo Heat and Power Networks



Civic Ownership



Why SCS?





Question & Answer Session



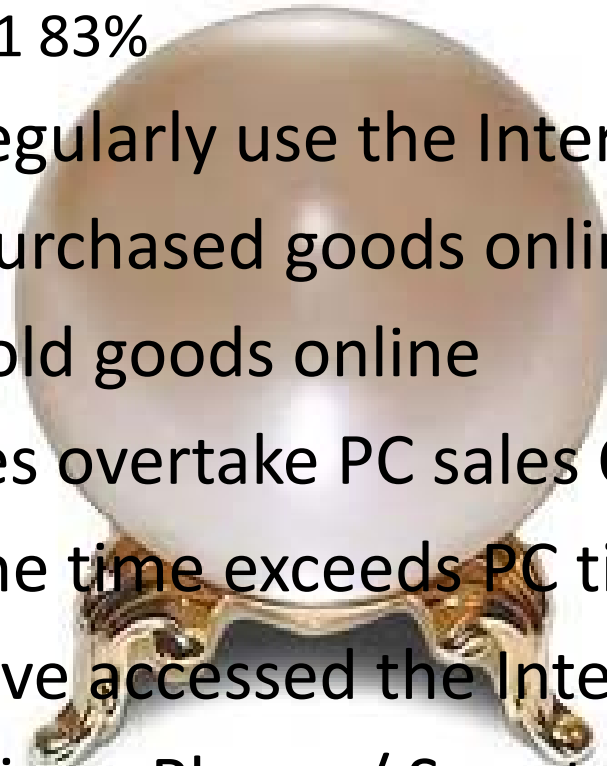
OPTI-TIME Flexible Scheduling

The Use of technology in
Building Maintenance
Appointment systems



Predicting the future

- Household internet access
 - 2006 57% v 2011 83%
- 81% UK adults regularly use the Internet every week
- 64% UK adults purchased goods online
- 27% UK adults sold goods online
- Smartphone sales overtake PC sales October 2010
- Mobile app online time exceeds PC time June 2011
- 48% of adults have accessed the Internet via Mobile
- Device proliferation - Phone / Smartphone / tablet
- Network speed 4G



Repairs – Influences on the horizon

- Customer (tenant) & staff expectations increased
- More consumer mobile devices, fewer rugged
- Mixed estate of mobile devices is becoming normal
 - Different sizes and different Operating Systems
- BYOD (Bring your own device) being common place
- More Cloud computing for mobile & scheduling
 - Even if back office does not go there too
 - Connect the cloud to the back office systems in secure efficient way
- Dynamic scheduling and Mobile doing more



Repairs – Closer to home

- Customer Web access
 - Genuine self-service, PC and mobile app access to services
 - Essential component of IT strategy
 - Email v SMS. Email addresses more permanent. Mobile video
- Dynamic scheduling and Mobile doing more e.g.
 - GPS of device influencing the scheduler in real time
 - GIS giving the planner better information to manage exceptions
 - Simple processes on a PDA, extended capability other tasks
 - Complex, multi-workflow jobs on a Tablet
 - Planner /operative messaging – OT messaging
 - Supervisor Portal
 - Booking other services – Corporate resource booking

Corporate resource booking

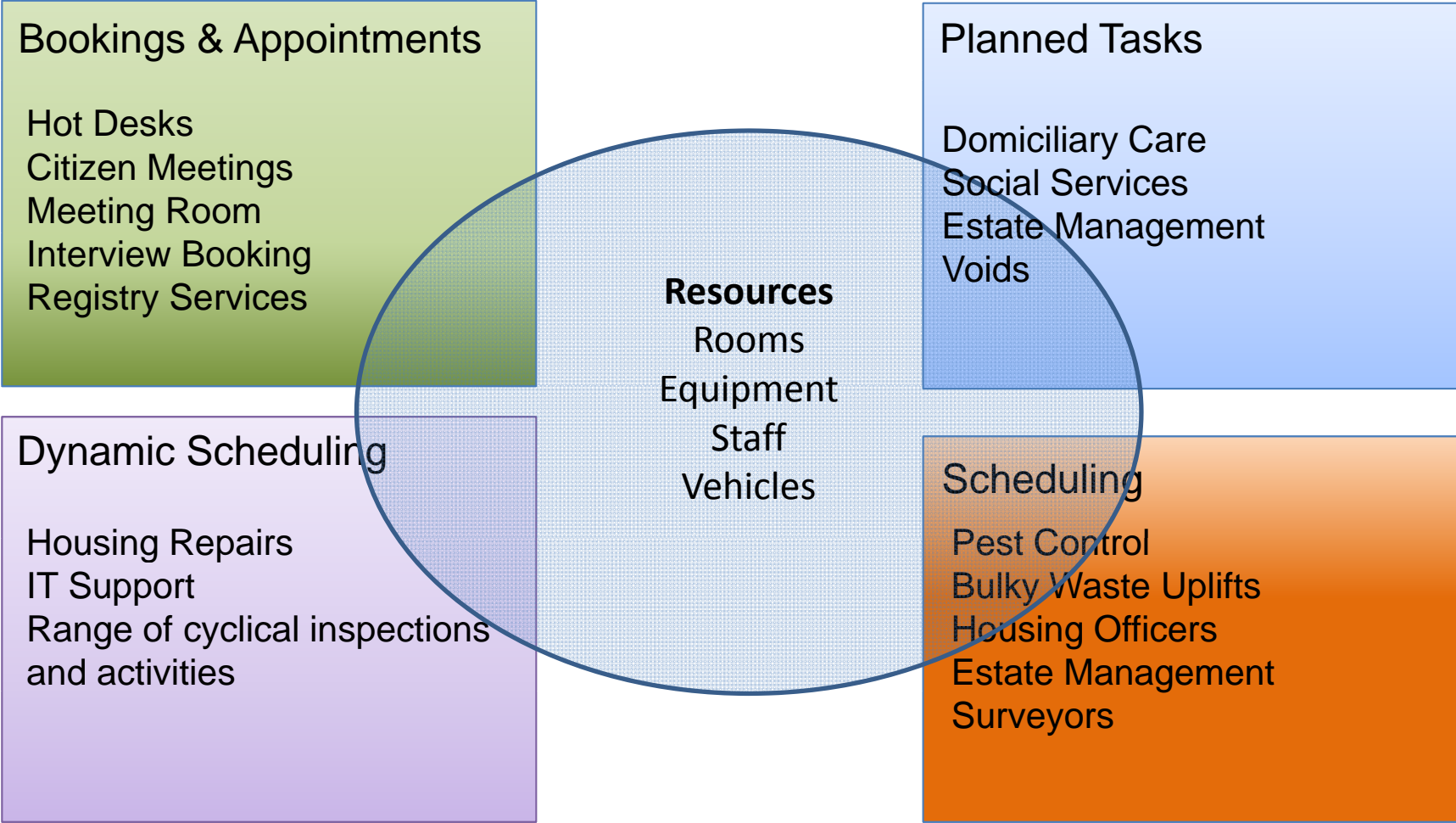
- Organisations have a wide range of services to deliver that all call for some form of resource management either through
 - Appointment booking
 - Standard scheduling
 - Dynamic scheduling
 - Batch scheduling
 - Project scheduling
- These services also need to be made available both to the public and internal stakeholders through a variety of channels



Current situation

- Organisations usually end up with a multitude of different solutions unique to each service that all need support
Appointment booking
- In reality a number of services that never get around to having a solution
- Users have a confusing choice of different channels available in order to secure the resource they require

Examples of services



“Corporate” booking areas



The screenshot displays the OPTI-TIME Resource Management Suite interface. At the top, the browser address bar shows the URL: http://xmb-nshipton-hp/opt-ondemand_xmbracedemo/pages/job/jobEditMain.jsf. The page title is "OPTI-TIME Resource Management Suite" with version "V 7.5.7.7". The navigation menu includes: Home, Customers, Orders, Jobs, Call centre, Workers, Planning, Import Export, Configuration, and Utilities.

The main content area is titled "View the job: Needs Assessment". Below this, the "Assignment" section shows:

- Status: new
- Room: -- undefined --
- Officer: -- undefined --
- Assignment period: -- undefined --
- Time slot: Fri, 26 Oct, 2012 09:58 - Fri, 09 Nov, 2012 00:00

Navigation controls include "From 26 October 2012 to 05 November 2012" with left and right arrows, and buttons for "Schedule now!", "Cancel", and "See all slots". The "See all slots" button is circled in red.

The appointment slot grid is as follows:

Fri 26 Oct	Mon 29 Oct	Tue 30 Oct	Wed 31 Oct	Thu 01 Nov	Fri 02 Nov	Mon 05 Nov
08h-09h	08h-09h	08h-09h	08h-09h	08h-09h	08h-09h	08h-09h
09h-10h	09h-10h	09h-10h	09h-10h	09h-10h	09h-10h	09h-10h
10h-11h	10h-11h	10h-11h	10h-11h	10h-11h	10h-11h	10h-11h
11h-12h	11h-12h	11h-12h	11h-12h	11h-12h	11h-12h	11h-12h
12h-13h	12h-13h	12h-13h	12h-13h	12h-13h	12h-13h	12h-13h
13h-14h	14h-15h	13h-14h	13h-14h	14h-15h	13h-14h	14h-15h
14h-15h	15h-16h	14h-15h	14h-15h	15h-16h	14h-15h	15h-16h

The "13h-14h" slot on Friday, 26 Oct is highlighted in green with a star icon. The "Job" section at the bottom provides details:

- Template: Needs Assessment
- Id: J31334
- Name: Needs Assessment
- Agency: Riverside
- Priority: standard
- USER_QUEUE: admin
- APPOINTMENT_REASON: FOLLOW ON
- APPOINTMENT_SEQUENCE: FOLLOW ON
- EMERGENCY: NO
- ORIG_PLAN_WIN_END: 2012-11-09T00:00:00

OPTI-TIME can be configured to show "Best Slot" only first. If this doesn't suit the customer then call centre agent can select "See all slots". This example is for a Needs Assessment showing 1 hour appointment slots

The screenshot displays the OPTI-TIME Resource Management Suite interface. At the top, the browser address bar shows the URL: http://xmb-nshipton-hp/opt-ondemand_xmbracedemo/pages/job/jobEditMain.jsf. The page title is "OPTI-TIME Resource Management Suite" with a version of "V 7.5.7.7". The navigation menu includes "Home", "Customers", "Orders", "Jobs", "Call centre", "Workers", "Planning", "Import Export", "Configuration", and "Utilities".

The main content area is titled "View the job: Needs Assessment". Below this, the "Assignment" section shows the following details:

- Status: new
- Room: -- undefined --
- Officer: -- undefined --
- Assignment period: -- undefined --
- Time slot: Fri, 26 Oct, 2012 09:58 - Fri, 09 Nov, 2012 00:00

Navigation controls include "Schedule now!", "Cancel", and "See all slots" (circled in red). A date range selector shows "From 26 October 2012 to 05 November 2012".

Fri 26 Oct	Mon 29 Oct	Tue 30 Oct	Wed 31 Oct	Thu 01 Nov	Fri 02 Nov	Mon 05 Nov
08h-09h	08h-09h	08h-09h	08h-09h	08h-09h	08h-09h	08h-09h
09h-10h	09h-10h	09h-10h	09h-10h	09h-10h	09h-10h	09h-10h
10h-11h	10h-11h	10h-11h	10h-11h	10h-11h	10h-11h	10h-11h
11h-12h	11h-12h	11h-12h	11h-12h	11h-12h	11h-12h	11h-12h
12h-13h	12h-13h	12h-13h	12h-13h	12h-13h	12h-13h	12h-13h
13h-14h	13h-14h	13h-14h	13h-14h	13h-14h	13h-14h	13h-14h
14h-15h	14h-15h	14h-15h	14h-15h	14h-15h	14h-15h	14h-15h
15h-16h	15h-16h	15h-16h	15h-16h	15h-16h	15h-16h	15h-16h

At the bottom, the "Job" section provides additional details:

- Template: Needs Assessment
- Id: J31334
- Name: Needs Assessment
- Agency: Riverside
- Priority: standard
- USER_QUEUE: admin
- APPOINTMENT_REASON: FOLLOW ON
- APPOINTMENT_SEQUENCE: FOLLOW ON
- EMERGENCY: NO
- ORIG_PLAN_WIN_END: 2012-11-09T00:00:00

In this view OPTI-TIME displays the best slot for each day. The option to select "See all slots" is also available to the call centre agent.



View the job:
Needs Assessment

Assignment

Status : **new**

Assignment period : -- undefined --

Room : -- undefined --

Time slot : Fri, 26 Oct, 2012 09:54 - Fri, 09 Nov, 2012 00:00

Officer : -- undefined --

From 26 October 2012 to 05 November 2012

Schedule now!

Cancel

Fri 26 Oct	Mon 29 Oct	Tue 30 Oct	Wed 31 Oct	Thu 01 Nov	Fri 02 Nov	Mon 05 Nov
08h-09h	08h-09h ★★★★★	08h-09h ★★★★★	08h-09h ★★★★★	08h-09h	08h-09h ★★★★★	08h-09h ★★★★★
09h-10h	09h-10h ★★★★★	09h-10h ★★★★★	09h-10h ★★★★★	09h-10h	09h-10h ★★★★★	09h-10h ★★★★★
10h-11h ★★★★★	10h-11h	10h-11h ★★★★★	10h-11h	10h-11h ★★★★★	10h-11h ★★★★★	10h-11h ★★★★★
11h-12h ★★★★★	11h-12h ★★★★★	11h-12h ★★★★★	11h-12h ★★★★★	11h-12h ★★★★★	11h-12h ★★★★★	11h-12h ★★★★★
12h-13h	12h-13h ★★★★★	12h-13h ★★★★★	12h-13h ★★★★★	12h-13h ★★★★★	12h-13h ★★★★★	12h-13h ★★★★★
13h-14h ★★★★★	13h-14h ★★★★★	13h-14h ★★★★★	13h-14h ★★★★★	13h-14h ★★★★★	13h-14h ★★★★★	13h-14h ★★★★★
14h-15h ★★★★★	14h-15h ★★★★★	14h-15h ★★★★★	14h-15h ★★★★★	14h-15h ★★★★★	14h-15h ★★★★★	14h-15h ★★★★★
15h-16h ★★★★★	15h-16h ★★★★★	15h-16h ★★★★★	15h-16h ★★★★★	15h-16h ★★★★★	15h-16h ★★★★★	15h-16h ★★★★★

Job

Template : Needs Assessment

Id : J31333

Name : Needs Assessment

Agency : Riverside

Priority : standard

Use only primary sectors : no

Job notified to the customer : No

Loading type : Pickup at customer

Last action date : created - businessService - 26/10/2012 09:54:50

USER_QUEUE : admin

APPOINTMENT_REASON : FOLLOW ON

APPOINTMENT_SEQUENCE : FOLLOW ON

EMERGENCY : NO

ORIG_PLAN_WIN_END : 2012-11-09T00:00:00

ORIG_PLAN_WIN_START : 2012-10-26T09:54:00

TASK_LIFE_CYCLE_STAT : PLANNED

TASK_CATEGORY : TASK

ORIGINAL_USER : admin

PLANNER_COMMENTS : F/on from J31332 F/on from J31331 F/on from J31330 F/on from J31329 F/on from J31328 F/on from J31327 F/on from J31326 F/on from J31325 F/on from J31324 F/on from J31323

All available booking slots are now displayed and may be scheduled.

Opti-Time RMS - Windows Internet Explorer

http://localhost/opt-ondemand_test/pages/jobEditMain.js

Opti-Time RMS

Help - Disconnect
V 7.5.8.2

OPTI-TIME Resource Management Suite

Home Clients Orders **Jobs** Call centre Workers Planning Import Export Configuration

View the job: MEETING

Search:

Create:

Agency: All

Recent elements [+]

- Room 3
- Room 2
- Room 1
- MEETING
- Training

Shortcuts

Assignment

Status: new
ROOM: -- undefined --
Assignment period: -- undefined --
Time slot: Mon, 16 Jan, 2012 18:57 - Mon, 23 Jan, 2012 18:57

From 16 January 2012 to 24 January 2012

	08:00 - 10:00				10:00 - 12:00				12:00 - 14:00				14:00 - 16:00				16:00 - 18:00											
Room 1	Red	Red	Red	Red	Green	Green	Green	Green	Red	Red	Red	Red	Green	Green	Green	Green	Red	Red	Red	Red	Green	Green	Green	Green	Red	Red	Red	Red
Room 2	Red	Red	Red	Red	Green	Green	Green	Green	Red	Red	Red	Red	Green	Green	Green	Green	Red	Red	Red	Red	Green	Green	Green	Green	Red	Red	Red	Red
Room 3	Red	Red	Red	Red	Green	Green	Green	Green	Red	Red	Red	Red	Green	Green	Green	Green	Red	Red	Red	Red	Green	Green	Green	Green	Red	Red	Red	Red

Job

Template: MEETING
Id: J3
Name: MEETING
Agency: No agency
Priority: standard
Job notified to the customer: No
Last action date: created - M. Admin - 16/01/2012 18:57:50
couleur: Silver

Time constraints

Use customer time table

FR 7:09 PM 1/16/2012

Booking screen showing each resource (v5.3)



Responsive Repairs –
Appointments &
dynamic scheduling

“The evolving day”



View planning Show resources list

<< today >> showing : Wednesday 5 May 2010 Preserve all planning

	Billy Tiedeman	Gavin Thomas	Ian Bullock	Rob White	Simon Cook	Tony Mills
8	8:06 J295 141 Greenbank Road, Watford	8:03 J285 87 Thorpe Crescent, Watford	8:01 J286 29 Thorpe Crescent, Watford	8:04 J283 FLAT 41C Aldenham Road Hos	8:04 J278 23 Broomfield Rise, Watford	8:04 J297 1 Clarke Way, Watford
9	9:00 J288 107 Croxley View, Watford	9:25 J298 33 Chestnut Walk, Watford		9:19 J284 FL AT 41C Aldenham Road Hos	8:49 J292 1 Deans Close, Watford	9:34 J291 1 Deans Close, Watford
10	9:46 J279 1 Caractacus Green, Watford	10:14 J299 1 Chilcott Road, Watford	10:13 J282 10 Broomfield Rise, Watford	10:09 J289 FL AT 4 Broomfield Rise, Watf		
11	10:46 J280 1 Caractacus Green, Watford	11:38 J300 129 Links Way, Watford	10:59 J281 1 Deans Close, Watford	10:58 J293 FL AT 44A Alford Road, Watf		
12	11:31 J287 51 Chadock Way, Watford	13:17 J275		11:47 J290 1 Combe Road, Watford	12:09 J294 143 Greenbank Road, Watford	12:00 J286 1 Goodrich Close, Watford
13				13:02 J304 107 Croxley View, Watford	13:17 J275 1 Chilcott Road, Watford	
14					14:20 J302 36 Middle Way, Watford	14:30 J303 17 Cobb Green, Watford
15					15:10 J301 1 The Pelhams, Watford	
16	16:30 Unavailability	16:30 Unavailability	16:30 Unavailability	16:30 Unavailability		16:30 Unavailability
17					17:30 Unavailability	
18						
19						

month
week
working days
day
view default
May 2010
M T W T F S S
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
drag and drop enabled

OPTI-TIME is an intelligent resource scheduling system – this means it holds live diaries for all operatives and it understands your rules about which operatives to use for which work

View planning Show resources list

month
week
working days
day
view default

June 2009

M	T	W	T	F	S	S
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					

drag and drop enabled

51.6933 -0.4031 2

PLUMBING 1
PLUMBING 2
PLUMBING 3
PLUMBING 4
PLUMBING 5-8
PLUMBING 7
PLUMBING 8
PLUMBING 9

8:05 J61
1 Chilcott Road, Watford

9:08 J41
36 Middle Way, Watford

10:43 J94
1 The Pelhams, Watford

11:43 J72
11 Ailbury Close, Watford

12:43 J62
1 Ailbury Close, Watford

13:47 J61
1 Clarke Way, Watford

14:52 J99
17 Cobb Green, Watford

16:30 Unavailability

Done Internet 100%

All work is route planned to try and minimise the global travelling time within your workforce

From 04 May 2010 to 10 May 2010

Schedule now! Cancel

Tue 04 May	Wed 05 May	Thu 06 May	Fri 07 May	Sat 08 May	Mon 10 May
08h-12h	08h-12h ★★★★★	08h-12h ★★★★★	08h-12h ★★★★★	09h-13h	08h-12h ★★★★★
10h-14h	10h-14h ★★★★★	10h-14h ★★★★★	10h-14h ★★★★★		10h-14h ★★★★★
12h-16h ★★★★★	12h-16h ★★★★★	12h-18h ★★★★★	12h-16h30 ★★★★★		12h-16h ★★★★★
					16h-17h ★★★★★

Customer

Template : No template
 Name : 33 Chestnut Walk
 E-mail :
 Phone number :
 Agency : Xmbrace
 Last action date : created - Admin - 04/05/2010 14:40:48

Address

Address : WD24 6NT 33 Chestnut Walk, Watford
 Country : United Kingdom

The above screen is based on real availability, location and usage rules of your operatives, the colours and stars show when a suitable operative is nearby so that excessive travel can be avoided at point of appointment. The customer is then sent a text message confirming the appointment

PTI-TIME Resource Management Suite Help - Disconnect
V 7.5.5.7

Home Customers Orders Visits Call centre Resources Planning Import Export Configuration Utilities

Software Build (1)
Utilities (3)
Active Messaging (1)
Parameter Maintainer

Appointment Confirmation

Appointment Confirmation Messages Required Follow On Messages Required
 Appointment Confirmations for Non Appointment Work Use Meeting Text

Text for the First Part of the confirmation message (before text): this is the first part of the confirmation message Text for the Second Part of the confirmation message (after text):

Text for the First Part of the confirmation message when an appointment is changed (before text): Text for the Second Part of the confirmation message when an appointment is changed (after text):

Text for the First Part of the confirmation message for a Follow On (before text): Text for the Second Part of the confirmation message for a Follow On (after text):

Appointment Reminder

Appointment Reminders Messages Required Appointment Reminders for Non Appointment Work
 Use Meeting Text

Text for the First Part of the reminder message (before text): Text for the Second Part of the reminder message (after text):

Operative On Route

Operative On-route Messages Required Operative On-route Messages for Non Appointment Work
 Use Meeting Text

Text for the First Part of the on-route message (before text): Text for the Second Part of the on-route message (after text):

No Show

Customer Messages Required Customer Messages for Non Appointment Work
 Use Meeting Text

Text for the First Part of the Text for the Second Part of

<http://xmb-williamc/XmbraceCustomActions/optimeweb/AMParameterMaintenance/AMParamMaintenance.swf>

413.11KB

Local intranet | Protected Mode: Off 100%

Configurable SMS text messages can be sent to confirm appointment, reminder the day before, operative on route when job accepted via mobile, and basic qualitative survey when job is completed

View planning Show resources list

<< today >> showing : Wednesday 5 May 2010 Preserve all planning

	Billy Tiedeman	Gavin Thomas	Ian Bullock	Rob White	Simon Cook	Tony Mills
8	8:06 J295 44 Greenbank Road, Watford	8:03 J285 87 Thorpe Crescent, Watford	8:01 J286 29 Thorpe Crescent, Watford	8:04 J283 FLAT 41C Aldenham Road Hos	8:04 J278 23 Broomfield Rise, Watford	8:04 J297 1 Clarke Way, Watford
9	9:00 J287 51 Chadock Way, Watford	9:25 J298		9:19 J284 FLAT 41C Aldenham Road Hos	8:50 J282 40 Broomfield Rise, Watford	
10	9:45 J279 1 Caractacus Green, Watford	10:14 J299	10:05 J288 107 Croxley View, Watford	10:09 J290 1 Combe Road, Watford	9:36 J292 1 Deans Close, Watford	
11	10:45 J280 1 Caractacus Green, Watford	1 Chilcott Road, Watford	10:04 J293 FLAT 44A Albert Road, Watford		10:21 J291 1 Deans Close, Watford	
12	11:31 J289 FLAT 4 Bannock House, Watford	11:38 J300 129 Links Way, Watford	11:49 J281 1 Deans Close, Watford	12:00 J304 107 Croxley View, Watford		
13		13:16 J302 38 Middle Way, Watford			12:56 J294 143 Greenbank Road, Watford	
14	14:00 Unavailability	14:26 J301 1 The Pelhams, Watford			13:59 J275 1 Chilcott Road, Watford	13:59 J275 14:20 J303 17 Cobb Green, Watford
15					15:02 J296 1 Goodrich Close, Watford	
16	16:30 Unavailability	16:30 Unavailability	16:30 Unavailability	16:30 Unavailability		16:30 Unavailability
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drag and drop enabled

At the start of the day, the first job for each operative is automatically despatched to their handheld devices (PDA), the diary shows the status in real-time

View planning Show resources list

<< today >> showing : Wednesday 5 May 2010 Preserve all planning

	Billy Tiedeman	Gavin Thomas	Ian Bullock	Rob White	Simon Cook	Tony Mills
8	8:06 J295 44 Greenbank Road, Watford	8:03 J285 87 Thorpe Crescent, Watford	8:01 J286 29 Thorpe Crescent, Watford	8:04 J283 FLAT 41C Aldenham Road Hos	8:04 J278 23 Broomfield Rise, Watford	8:04 J297 1 Clarke Way, Watford
9	9:00 J287 51 Chadock Way, Watford	9:25 J298 33 Chestnut Walk, Watford		9:19 J284 FLAT 41C Aldenham Road Hos	8:50 J282 40 Broomfield Rise, Watford	
10	9:45 J279 1 Caractacus Green, Watford	10:14 J299 1 Chilcott Road, Watford	10:12 J281 1 Deans Close, Watford	10:08 J283 FLAT 41A Aldenham Road, Watford	9:36 J292 1 Deans Close, Watford	
11	10:45 J280 1 Caractacus Green, Watford	11:38 J300 129 Links Way, Watford		10:57 J288 107 Croxley View, Watford	10:21 J291 1 Deans Close, Watford	
12	11:31 J289 FLAT 4 Bannock House, Watford			11:42 J290 1 Combe Road, Watford		
13		13:16 J302 38 Middle Way, Watford		12:57 J304 107 Croxley View, Watford	12:56 J294 143 Greenbank Road, Watford	
14	14:00 Unavailability	14:26 J301 1 The Pelhams, Watford			13:59 J275 1 Chilcott Road, Watford	13:59 J275 17 Cobb Green, Watford
15					15:02 J296 1 Goodrich Close, Watford	
16	16:30 Unavailability	16:30 Unavailability	16:30 Unavailability	16:30 Unavailability		16:30 Unavailability
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drag and drop enabled

As operatives log on and receive their jobs, the diary view updates so you know exactly what is happening

View planning Show resources list

<< today >> showing : Wednesday 5 May 2010 Preserve all planning

	Billy Tiedeman	Gavin Thomas	Ian Bullock	Rob White	Simon Cook	Tony Mills
8	8:06 J295 44 Greenbank Road, Watford	8:03 J285 87 Thorpe Crescent, Watford	8:01 J286 29 Thorpe Crescent, Watford	8:04 J283 FLAT 41C Aldenham Road Hos	8:04 J278 23 Broomfield Rise, Watford	8:04 J297 1 Clarke Way, Watford
9	9:00 J287 51 Chedock Way, Watford	9:25 J298 33 Chestnut Walk, Watford		9:19 J284 FLAT 41C Aldenham Road Hos	8:49 J292 1 Deans Close, Watford	
10	9:45 J279 1 Caractacus Green, Watford	10:14 J299 1 Chilcott Road, Watford	10:13 J282 40 Broomfield Rise, Watford	10:08 J283 FLAT 41A Albert Road, Watford	9:34 J291 1 Deans Close, Watford	
11	10:45 J280 1 Caractacus Green, Watford	11:38 J300 129 Links Way, Watford	10:59 J281 1 Deans Close, Watford	10:57 J288 107 Croxley View, Watford		
12	11:31 J289 FLAT 4 Bannock House, Watford			11:42 J290 1 Combe Road, Watford		
13		13:16 J302 36 Middle Way, Watford		12:57 J304 107 Croxley View, Watford	12:09 J294 143 Greenbank Road, Watford	13:12 J275 1 Chilcott Road, Watford
14	14:00 Unavailability	14:26 J301 1 The Pelhams, Watford			14:15 J296 1 Goodrich Close, Watford	13:33 J303 17 Cobb Green, Watford
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16	16:30 Unavailability	16:30 Unavailability	16:30 Unavailability	16:30 Unavailability		16:30 Unavailability
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drag and drop enabled

This then repeats as second operative logs on

View planning

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drag and drop enabled

	Billy Tiedeman	Gavin Thomas	Ian Bullock	Rob White	Simon Cook	Tony Mills
8	8:06 J295 141 Greenbank Road, Watford	8:03 J285 87 Thorpe Crescent, Watford	8:01 J286 29 Thorpe Crescent, Watford	8:04 J283 FLAT 41C Aldenham Road Hos	8:04 J278 23 Broomfield Rise, Watford	8:04 J297 1 Clarke Way, Watford
9	9:00 J279 1 Caractacus Green, Watford	9:25 J298 33 Chestnut Walk, Watford		9:19 J284 FL AT 41C Aldenham Road Hos	8:49 J292 1 Deans Close, Watford	
10	10:00 J280 1 Caractacus Green, Watford	10:14 J299 1 Chilcott Road, Watford	10:05 J287 51 Chardock Way, Watford	10:08 J283 FL AT 44A Albert Road, Watford	9:34 J291 1 Deans Close, Watford	
11	10:46 J289 FL AT 4 Bessock House, Watford	11:38 J300 129 Links Way, Watford	11:02 J282 40 Broomfield Rise, Watford	10:57 J288 107 Croxley View, Watford		
12		11:48 J281 1 Deans Close, Watford	11:48 J281 1 Deans Close, Watford	11:42 J290 1 Combe Road, Watford	12:09 J294 143 Greenbank Road, Watford	
13		13:16 J302 38 Middle Way, Watford		12:57 J304 107 Croxley View, Watford	13:12 J275 1 Chilcott Road, Watford	13:12 J275 1 Chilcott Road, Watford
14	14:00 Unavailability	14:26 J301 1 The Pelhams, Watford			14:15 J296 1 Goodrich Close, Watford	13:33 J303 17 Cobb Green, Watford
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16	16:30 Unavailability	16:30 Unavailability	16:30 Unavailability	16:30 Unavailability		16:30 Unavailability
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Third operative logs on

View planning Show resources list

<< today >> showing : Wednesday 5 May 2010 Preserve all planning

	Billy Tiedeman	Gavin Thomas	Ian Bullock	Rob White	Simon Cook	Tony Mills
8	8:06 J295 141 Greenbank Road, Watford	8:03 J285 87 Thorpe Crescent, Watford	8:01 J286 29 Thorpe Crescent, Watford	8:04 J283 FLAT 41C Aldenham Road Hos	8:04 J278 23 Broomfield Rise, Watford	8:04 J297 1 Clarke Way, Watford
9	9:00 J279 1 Caractacus Green, Watford	9:25 J298 33 Chestnut Walk, Watford		9:19 J284 FL AT 41C Aldenham Road Hos	8:49 J292 1 Deans Close, Watford	
10	10:00 J280 1 Caractacus Green, Watford	10:14 J299 1 Chilcott Road, Watford	10:05 J287 51 Chardock Way, Watford	10:08 J293 FL AT 44A Albert Road, Watford	9:34 J291 1 Deans Close, Watford	
11	10:46 J289 FL AT 4 Bessock House, Watford	11:38 J300 129 Links Way, Watford	11:02 J282 40 Broomfield Rise, Watford	10:57 J288 107 Croxley View, Watford		
12		11:48 J281 1 Deans Close, Watford	11:48 J281 1 Deans Close, Watford	11:42 J290 1 Combe Road, Watford	12:09 J294 143 Greenbank Road, Watford	
13		13:16 J302 38 Middle Way, Watford		12:57 J304 107 Croxley View, Watford	13:12 J275 1 Chilcott Road, Watford	13:12 J275 13:33 J303
14	14:00 Unavailability	14:26 J301 1 The Pelhams, Watford			14:15 J296 1 Goodrich Close, Watford	17 Cobb Green, Watford
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16	16:30 Unavailability	16:30 Unavailability	16:30 Unavailability	16:30 Unavailability		16:30 Unavailability
17					17:30 Unavailability	
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drag and drop enabled

The job that has turned orange above indicates that the operative is on-site and has started work

View planning

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drag and drop enabled

	Billy Tiedeman	Gavin Thomas	Ian Bullock	Rob White	Simon Cook	Tony Mills
8	8:06 J295 141 Greenbank Road, Watford	8:03 J285 87 Thorpe Crescent, Watford	8:01 J286 29 Thorpe Crescent, Watford	8:04 J283 FLAT 41C Aldenham Road Hos	8:04 J278 23 Broomfield Rise, Watford	8:04 J297 1 Clarke Way, Watford
9	8:58 J293 11 AT 44A Albert Road, Watford	9:25 J298 33 Chestnut Walk, Watford		9:19 J284 11 AT 44E Aldenham Road Hos	8:49 J292 1 Deans Close, Watford	
10	9:48 J279 1 Caractacus Green, Watford	10:14 J299 1 Chilcott Road, Watford	10:05 J287 51 Chardock Way, Watford	10:09 J290 1 Combe Road, Watford	9:34 J291 1 Deans Close, Watford	
11	10:48 J280 1 Caractacus Green, Watford		11:02 J282 40 Broomfield Rise, Watford	11:24 J288 107 Croxley View, Watford		
12	11:34 J289 11 AT 4 Bannock House, Watford	11:38 J300 129 Links Way, Watford	11:48 J281 1 Deans Close, Watford	12:09 J304 107 Croxley View, Watford	12:09 J294 143 Greenbank Road, Watford	12:00 J302 36 Middle Way, Watford
13		13:17 J275			13:17 J275 1 Chilcott Road, Watford	13:10 J301 1 The Pelhams, Watford
14	14:00 Unavailability				14:20 J296 1 Goodrich Close, Watford	14:46 J303 17 Cobb Green, Watford
15						
16	16:30 Unavailability	16:30 Unavailability	16:30 Unavailability	16:30 Unavailability		16:30 Unavailability
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All operatives have accepted their first jobs

View planning Show resources list

<< today >> showing : Wednesday 5 May 2010 Preserve all planning

	Billy Tiedeman	Gavin Thomas	Ian Bullock	Rob White	Simon Cook	Tony Mills
8	8:06 J295 44 Greenbank Road, Watford	8:30 J285 87 Thorpe Crescent, Watford	8:01 J286 29 Thorpe Crescent, Watford	8:04 J283 FLAT 41C Aldenham Road Hos	8:04 J278 23 Broomfield Rise, Watford	8:04 J297 1 Clarke Way, Watford
9	8:58 J293 El AT 44A Albert Road, Watford			9:19 J284 El AT 44C Aldenham Road Hos	8:49 J292 1 Deans Close, Watford	
10	9:48 J279 1 Caractacus Green, Watford	9:53 J299 1 Chilcott Road, Watford	10:05 J287 51 Chardock Way, Watford	10:09 J290 1 Combe Road, Watford	9:34 J291 1 Deans Close, Watford	
11	10:48 J280 1 Caractacus Green, Watford	11:17 J300 129 Linke Way, Watford	11:02 J282 40 Broomfield Rise, Watford	11:24 J288 107 Croxley View, Watford		10:48 J298 33 Chestnut Walk, Watford
12	11:34 J289 El AT 4 Bannock House, Watford		11:48 J281 1 Deans Close, Watford	12:09 J304 107 Croxley View, Watford		12:00 J302 36 Middle Way, Watford
13						13:12 J275 1 Chilcott Road, Watford
14	14:00 Unavailability				14:15 J296 1 Goodrich Close, Watford	13:34 J301 1 The Pelhams, Watford
15						15:10 J303 17 Cobb Green, Watford
16	16:30 Unavailability	16:30 Unavailability	16:30 Unavailability	16:30 Unavailability		16:30 Unavailability
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drag and drop enabled

Done Internet 100%

As other operatives start the schedule continues to update with actual start times being reflected. Other jobs are continually being re-assessed with new work coming in to see if there is a better way of allocating the jobs

View planning Show resources list

<< today >> showing : Wednesday 5 May 2010 Preserve all planning

	Billy Tiedeman	Gavin Thomas	Ian Bullock	Rob White	Simon Cook	Tony Mills
8	8:06 J295 141 Greenbank Road, Watford	8:30 J285 87 Thorpe Crescent, Watford	8:01 J286 29 Thorpe Crescent, Watford	8:04 J283 FLAT 41C Aldenham Road Hos	8:04 J278 23 Broomfield Rise, Watford	8:34 J297
9	8:58 J293 11 AT 44A Albert Road, Watford			9:19 J284 11 AT 44E Aldenham Road Hos	8:49 J292 1 Deans Close, Watford	1 Clarke Way, Watford
10	9:48 J279 1 Caractacus Green, Watford	9:53 J299 1 Chilcott Road, Watford	10:05 J287 51 Chardock Way, Watford	10:09 J290 1 Combe Road, Watford	9:34 J291 1 Deans Close, Watford	
11	10:48 J280 1 Caractacus Green, Watford		11:02 J282 40 Broomfield Rise, Watford	11:24 J288 107 Croxley View, Watford		11:16 J298 33 Chestnut Walk, Watford
12	11:34 J289 11 AT 4 Bannock House, Watford	11:17 J300 129 Links Way, Watford	11:48 J281 1 Deans Close, Watford	12:09 J304 107 Croxley View, Watford	12:09 J294 143 Greenbank Road, Watford	12:02 J302 36 Middle Way, Watford
13		13:12 J275			13:12 J275 1 Chilcott Road, Watford	12:52 J301 1 The Palhams, Watford
14	14:00 Unavailability				14:15 J296 1 Goodrich Close, Watford	14:28 J303 17 Cobb Green, Watford
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16	16:30 Unavailability	16:30 Unavailability	16:30 Unavailability	16:30 Unavailability		16:30 Unavailability
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drag and drop enabled

Done Internet 100%

Operatives work one job at a time, this has been clearly shown to increase jobs per day completed by 20% to 40% and improves customer focus and first time fix performance

View planning Show resources list

<< today >> showing : Wednesday 5 May 2010 Preserve all planning

	Billy Tiedeman	Gavin Thomas	Ian Bullock	Rob White	Simon Cook	Tony Mills
8	8:06 J295 44 Greenbank Road, Watford	8:30 J285 87 Thorpe Crescent, Watford	8:01 J286 29 Thorpe Crescent, Watford	8:34 J283 FLAT 41C Aldenham Road Hos	8:04 J278 23 Broomfield Rise, Watford	8:34 J297
9	8:58 J293 FL AT 44A Albert Road, Watfor			9:49 J284 FL AT 44C Aldenham Road Hos	8:49 J292 1 Deans Close, Watford	9:34 J291 1 Clarke Way, Watford
10	9:48 J279 1 Caractus Green, Watford	9:53 J299 1 Chilcott Road, Watford	10:05 J287 51 Chardock Way, Watford	10:39 J290 1 Combe Road, Watford	9:34 J291 1 Deans Close, Watford	
11	10:48 J280 1 Caractus Green, Watford		11:02 J282 40 Broomfield Rise, Watford	11:54 J288 107 Croxley View, Watford		11:16 J298 33 Chestnut Walk, Watford
12	11:34 J289 FL AT 4 Bannock House, Watfo	11:17 J300 129 Linke Way, Watford	11:48 J281 1 Deans Close, Watford	12:39 J304 107 Croxley View, Watford	12:09 J294 143 Greenbank Road, Watford	12:02 J302 36 Middle Way, Watford
13		13:12 J275			13:12 J275 1 Chilcott Road, Watford	12:52 J301 1 The Palhams, Watford
14	14:00 Unavailability				14:15 J296 1 Goodrich Close, Watford	14:28 J303 17 Cobb Green, Watford
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16	16:30 Unavailability	16:30 Unavailability	16:30 Unavailability	16:30 Unavailability		16:30 Unavailability
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drag and drop enabled

Four jobs have now started. Actual start times are reflected in the dairies

View planning Show resources list

<< today >> showing : Wednesday 5 May 2010 Preserve all planning

	Billy Tiedeman	Gavin Thomas	Ian Bullock	Rob White	Simon Cook	Tony Mills
8	8:06 J295 44 Greenbank Road, Watford	8:30 J285 87 Thorpe Crescent, Watford	8:01 J286 29 Thorpe Crescent, Watford	8:34 J283 FLAT 41C Aldenham Road Hos	8:04 J278 8:15 J282 40 Broomfield Rise, Watford	8:34 J297 1 Clarke Way, Watford
9	8:58 J293 FL AT 44A Albert Road, Watford	9:53 J299 1 Chilcott Road, Watford	10:12 J281 1 Deans Close, Watford	9:49 J284 FL AT 44C Aldenham Road Hos	9:01 J292 1 Deans Close, Watford	
10	9:48 J279 1 Caractacus Green, Watford			10:39 J290 1 Combe Road, Watford	9:56 J300 129 Links Way, Watford	
11	10:48 J280 1 Caractacus Green, Watford			11:54 J288 107 Croxley View, Watford	11:32 J287 51 Chardock Way, Watford	11:16 J298 33 Chestnut Walk, Watford
12	11:34 J289 FL AT 4 Bessok House, Watford	13:29 J275	11:57 J291 1 Deans Close, Watford	12:39 J304 107 Croxley View, Watford	12:26 J294 143 Greenbank Road, Watford	12:02 J302 36 Middle Way, Watford
13					13:29 J275 1 Chilcott Road, Watford	12:52 J301 1 The Palhams, Watford
14	14:00 Unavailability				14:32 J296 1 Goodrich Close, Watford	14:28 J303 17 Cobb Green, Watford
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16	16:30 Unavailability	16:30 Unavailability	16:30 Unavailability	16:30 Unavailability		16:30 Unavailability
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drag and drop enabled

The job that has turned red is completed – the small blue bar on the left shows this was a No-Access visit, the operative will move on his next visit once the planner has confirmed the tenant cannot be contacted

View planning Show resources list

<< today >> showing : Wednesday 5 May 2010 Preserve all planning

	Billy Tiedeman	Gavin Thomas	Ian Bullock	Rob White	Simon Cook	Tony Mills
8					8:04 J278	
9	8:36 J295 FLAT 14A Albert Road, Watford	8:30 J285 1 Chilcott Road, Watford	8:18 J286 29 Thorpe Crescent, Watford	8:34 J283 FLAT 41C Aldenham Road Hos	8:40 J282 40 Broomfield Rise, Watford	8:34 J297 1 Clarke Way, Watford
10	9:25 J293 FLAT 14A Albert Road, Watford	10:20 J300 13 Middle Way, Watford	10:35 J279 1 Caractacus Green, Watford	9:49 J284 107 Croxley View, Watford	9:50 J292 1 Deans Close, Watford	
11	10:35 J287 51 Chadlock Way, Watford		11:46 J291 1 Deans Close, Watford	10:52 J288 107 Croxley View, Watford	10:45 J281 1 Deans Close, Watford	11:05 J298 33 Chestnut V
12	11:21 J289 FLAT 4 Bessock House, Watford	12:00 J301 1 The Pelhams, Watford		11:37 J290 1 Combe Road, Watford		
13				12:52 J304 107 Croxley View, Watford	12:35 J294 143 Greenbank Road, Watford	
14	14:00 Unavailability				13:38 J275 1 Chilcott Road, Watford	13:38 J275
15					14:41 J302 26 Middle Way, Watford	14:34 J296 1 Goodrich Close, Watford
16	16:30 Unavailability	16:30 Unavailability	16:30 Unavailability	16:30 Unavailability	15:33 J303 17 Cobb Green, Watford	16:30 Unavailability
17					17:30 Unavailability	
18						
19						

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10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
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drag and drop enabled

Done Internet 100%

As the day continues, OPTI-TIME gives you unrivalled visibility of the day. The blue side bars show no-access, black side bars show jobs followed on, all red are fully complete. In the above scenario, the planner would be pulling additional work in to ensure all operatives stayed busy all day.



Business benefits



OPTI-TIME : Balance v Seesaw

↑
Organisational
efficiency
↓



↑
Customer
service
↓

Finding the right balance

Benefit metrics

- Customer service
 - Appointments at FPOC made & kept
 - Appointment wait time
 - First time fix & informed of progress
- Organisational efficiency
 - Average jobs/day
 - No access
 - Minimal emergencies
 - Awaiting materials
 - Management information & performance analysis
 - Operative & staff satisfaction work/life balance

What OPTI-TIME contributes

- Real-time visibility of availability & activity
 - Contact centre & Planners
- Geographical & travel & skills optimisation
 - FPOC with tenant + zoning / routing / allocation of operatives
- One job at a time dynamic scheduling
 - Supports first time fix ethos
 - Improves customer satisfaction
 - Increases operative productivity & job satisfaction
- Texting tenants to reduce no access
- Focus on solving the real problems
- Multi-channel Web access



What matters

- Understand that repairs are unpredictable
- Well managed material supply chain
- Supervisors who are managers
- Empowered planners
- Call centre team are a key part of the process
- Appointment slots
 - am/pm v 2 hour (response)
- Don't lock jobs unnecessarily
- Demand management
 - Cluster remote work
- Pool flexibility
 - Overlapping skills / areas
- Minimise emergencies
- Reduce no accesses

What doesn't

- Accurate diagnosis at FPOC
 - Trade, description, and time estimate
- SORs (thousands of them)
 - Operatives update job with what work they did
- Job priorities
 - Emergencies and other jobs
- Jobs overrun
 - Ideally not, but it's not an issue for the operative if they do
 - Planner's role is to manage the consequences
- White space in operative diaries

Customer service

- Customer satisfaction : 90%+
 - Robust reliable appointment at F.P.O.C.
 - Based on real availability of operatives
- Appointments made & kept : 90%+
- Reduced no-access : 50% improvement
 - through intelligent and automated customer messaging
- Increased first time fixes : 90%+
 - through flexible working and one job at a time culture
- Reduced appointment wait time : within 1 week
 - as appointments offered on an 'as soon as possible' basis

Organisational efficiency

- Operative efficiency / productivity + £300,000 p.a
 - +1 job/operative, 30 operatives, 200 jobs/year, £50/job
 - 25% efficiency, £40K/operative
 - 1 job at a time / dynamic scheduling / Reduced travel, less vehicle & fuel costs
- Reduced no-access : 50% improvement
 - through intelligent and automated customer messaging
- Reduced indirect cost
 - as a result of simplified processes and operative empowerment driven by one job at a time approach
- Reduced over-time / External contractors
 - as work is completed in a more managed way





Question & Answer Session



APSE Update



Future Meetings- 2013

National - Housing, Construction and Building Maintenance Advisory Group: Manchester Town Hall

29th January

17th April

26th June

Regional- Asset Management, Housing and Building Maintenance Advisory Group

September 2013

LOCAL SERVICES

LOCAL SOLUTIONS



Contact details

Helen Burkhalter

Principal Advisor- South / South West

Email: hburkhalter@apse.org.uk

Phone: 01865 749365 / 07880201078

Association for Public Service Excellence

2nd floor Washbrook House, Lancastrian Office Centre, Talbot Road,
Old Trafford, Manchester M32 0FP.

telephone: 0161 772 1810

fax: 0161 772 1811

web: www.apse.org.uk



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