

Value Proposition.



Resident Engagement: Repairs diagnostics, workflow management, integrations and analytics

Core statement

Plentific connects owners, operators, property managers, and residents and allows them to go through a truly end-to-end repair solution from requesting repairs to scheduling appointments, and keeping track of the appointment status at the same time. It's a self-serve solution that provides a frictionless user journey across different touchpoints.

Positioning statement

With the self-serve solution, work orders including appointments are raised with minimal to no manual intervention and repairs can be completed faster with better quality through Plentific's dynamic supply chain. Experience an end-to-end user journey to ensure residents live in a safe property which in turn drives resident satisfaction.

Feature description



A digital diagnostics tool

An intuitive online service for residents to report repairs and track work order status. Property managers can configure required scripts to collect data, and residents can easily schedule appointments, upload media, and provide access notes for contractors.



Intuitive appointment management

Residents can easily review and even cancel and reschedule appointments. They can also update work orders including uploading more images.



Multi-channel and implementation options

A diagnostics and appointment management tool that can be implemented within the existing portal, standalone or via one of Plentific's portal or address picker products.



Helpful info and self-repair advice

Reduce costs and save time by providing self-repair information to residents during the diagnostic process. Residents can then self-fix issues saving hundreds of dollars compared to a contractor visiting the property.



Easy integration

Plug and play integrations with housing managing systems (HMS) and commonly used CRM, scheduling and major field management systems.



Work order management

Group multiple work orders into a single work order and dispatch it to one contractor. Easily add follow-ups, recalls, inspection templates and schedule of rates (SOR).



Dynamic supply chain

Make smarter decisions on finding the right person to deliver work. Get quicker response and work completion by sending work orders flexibly to the internal workforce, preferred contractors or Plentific's vetted contractor marketplace.



Reporting and analytics

Monitor work order status, track work orders, and assess contractor performance through downloadable reports. Access historical data for actionable insights in one place.



NORTHAMPTON
PARTNERSHIP HOMES

Northampton Partnership Homes (NPH) dramatically reduced the admin burden of maintenance collaborating with Plentific.

- NPH is an arms-length management organization (ALMO) that is responsible for the management of council housing services, for over 25,000 customers.
- NPH's goal is to improve residents' and staff's abilities to open, track and manage repairs online, and therefore a new solution was needed to achieve these improvements with seamless integration with its existing customer-facing system.
- Working with Plentific, NPH's DLO team was able to improve the Right First Time - performing their initial script upload to Active Diagnostics, whilst also providing comprehensive training for NPH staff members to enable them to manage scripts themselves in the future.
- Now thoroughly embedded into the contact center's processes, NPH sees around 2,000 work orders raised through the platform each month. The solution is also fully integrated with all of NPH's other systems, meaning the client and resident have full visibility of repair requests.
- Meanwhile, NPH dramatically reduced the administrative burden of raising new work orders. The average time now taken to raise a work order online through Active Diagnostics is just 1 minute 39 seconds, compared to a sector average of over 4 minutes.

LETSiNVEST improved resident communications and significantly reduced calls.

- Using Plentific's solution to integrate and work alongside existing management systems has put clear processes in place, allowing for resident communication to take place within the same platform that the repair work orders are raised in.
- Automating the process of how repairs are scheduled and how residents are informed of them has helped digitally transform LETSiNVEST's service delivery.
- Prior to the solution, LETSiNVEST's back office would need to call residents frequently, making the communication slow and inefficient.
- Now, there's no need for a single phone call as Plentific's solution takes the entire process online, makes communication instant, and negates the need to chase both residents and contractors in the event of a repair.



Phoenix Community Housing transformed its customer experience and reached new highs of adoption.

- Phoenix is a not-for-profit resident-led housing association based in south London that owns and manages more than 6,000 homes.
- Phoenix aimed to increase the solution adoption rate to improve communications with residents and deliver faster issue resolution. Their previous solution only enjoyed an adoption rate of 14%.
- With the help from Plentific, Phoenix implemented the new solution and integrated seamlessly with existing systems such as Microsoft Dynamics 365 CRM platform, DRS and Orchard HMS.
- After the collaboration, Phoenix surpassed the six-month target of 10% of resident adoption - this was achieved within just ten weeks. Within six months, more residents were onboarded than its predecessor had received in ten years.

Value points

- 1 Reduce admin burden and improve operational efficiency by increasing Right First Time by 8% - when the repairs are managed and logged via the Diagnostics tool rather than via manual logging.
- 2 Ensure a seamless journey for residents, with an average time of 99 seconds to report repairs through the platform. 'No Access Rate' was reduced by 60% with the built-in appointment selection functionality.
- 3 Make smarter decisions on finding the right person to deliver work. Get quicker response and work completion by sending work orders flexibly to the internal workforce, preferred contractors or via Plentific's vetted contractor marketplace.
- 4 Connect stakeholders including property managers, residents and contractors to facilitate communications, and they can all keep track of work order status at all times. Expect fewer calls from residents and greater visibility across teams.
- 5 Manage all types of work orders including turns, inspections and compliance work in one place. Get actionable insights from analytics tools for improved reporting and decision-making.

Measurement criteria

1. Reduction in inbound calls
2. Increased resident satisfaction
3. Higher Right First Time and improved property access

What does good look like?

1. For repair requests, **30% from inbound calls** while **70% through Plentific**.
2. Residents interact more online through Plentific. **50% of call reduction** is a good target. **60%-80% is desired** and achievable if more training and adoption are driven.

