

Value Proposition.

Assigned contractors management.



Core statement

Plentific optimises the management of, and collaboration with nominated contractors, for property owners and operators. From onboarding existing contractors you work with (including Tier 1 and 2 contractors) to ensuring compliance and thus protecting your reputation, Plentific facilitates improved business processes, with stronger visibility over contractors' performance and budget control. On Plentific you can collaborate with contractors of all trades, ensuring your properties are well-maintained, and residents receive prompt, high-quality services.

Positioning statement

Plentific's contractor management solution stands at the forefront of property operations, serving as the ultimate link between property owners and your network of verified contractors. Our platform helps you elevate property operations standards and optimising service delivery.

Feature description

Programmatic job dispatching

- Automatically assign work orders to your existing contractors by property and job category, whether they are routine, emergency, or urgent repairs or more complex jobs. Easily onboard them, by just sending an email invitation via Plentific, or opt for deeper integration. You can also dispatch work orders seamlessly to Plentific's marketplace of verified contractors so they can bid on them.
- Centralise and access contractors' mandatory verifications, certificates, services provided, and reviews. We offer basic verification requirements or you can also opt-in for further verification checks.
- Get jobs done with or without a quote required, so you can control spend and keep your operations efficient.

Streamlined job delivery

- Keep track of all bookings, with dates, descriptions and statuses attached and a log of operatives assigned.
- Receive completion reports (including pre and post completion photos) ready for signoff by your organisation's assigned user(s) in order to receive invoices for payment.
- Build fully digitised and trackable inspections into your job workflows.
- Post follow-ons per work order, which you can assign to the same contractor or a different one.
- Raise a recall if a work order has been completed but the issue has not been resolved fully.
- Enable mandatory risk assessments to be signed by contractors prior to the completion of works.
- Set up your own single or multi-step engagement rules by attaching price lists (SOR codes) and assigning services, job types, and locations.

Reliable Quoting, Invoicing and Payments

- chat to assign the work. All documents and messages shared are time stamped and remain accessible even after work order completion so you can keep accurate records.
- Raise quote variations for any changes to scope with fully configurable or automated sign off rules .
- Set up automated approval rules for both invoices and quotes, and nominate approvers within your organisation, based on business unit, property location or service.
- Enable on platform quoting, invoicing or payments for your appointed contractors, or pay them outside of Plentific. Get a detailed breakdown of invoices, with costs and descriptions per item, for each work order.
- Choose to accept interim invoices where appropriate for both you and the contractor (e.g. when contractors need to buy materials in advance).
- Pay contractors via bank transfer or direct debit, directly from your bank account linked to Plentific, where you'll always have a golden thread of information. Payments can be made in batches or per invoice.

Accurate Reporting and Analytics

- Access dedicated reports and dashboards to monitor individual contractor performance and make informed decisions based on service delivery KPIs such as average quote and invoice value, first time fix rates, appointments attended, and more.

Customer stories

Leading UK housing provider with 55k units

Damp & Mould inspection, remediation and prevention

- A leading housing provider with 55,000 units used Plentific's tech-enabled marketplace to inspect, remediate and prevent damp and mould across 900 of their most affected units.
- In the first phase of the project, four contractors were mobilised within a matter of hours, ensuring that they were able to easily acquire materials and allocate labour. Then a pricing structure was formalised for inspection and treatment, ensuring the client received value for money and could preempt project cost.
- Plentific's Customer Success team handled the upload of data to ensure this was completed in a timely and convenient manner, avoiding admin intensive work on the client side. The overall project and its supply chain were also managed via Plentific. Ensuring that the SLAs were adhered to, costs were met and any issues were dealt with as a matter of urgency.



Adopting a mixed economy work delivery model

- SBHG manages 5,000 homes and endeavours to make affordable homes of quality the foundation of our society. Through a partnership with Plentific, they have successfully adopted a mixed economy work delivery model for resident services that improved average time to job completion (reaching 2.3 days), first time fix rates (from 30% to 85%), and customer satisfaction (from 52% to 70%).
- By tapping into Plentific's marketplace of vetted contractors, SBHG gained more flexibility through working with smaller, local businesses that could turn up at short notice.
- Their flexible procurement model for service delivery uses in-house maintenance teams alongside the Plentific marketplace - being able to offer better services, faster and whilst supporting local businesses in line with SBHG's ethos. SBHG puts its in-house teams on dedicated disrepair duty and puts the rest of the open work orders on the Plentific marketplace.

Value points

- Accelerate service delivery with standardised and automated processes and reduced admin burden.
- Evidence contractor verifications and compliance within repairs and maintenance workflows, for a single source of truth.
- Enhance performance visibility, control, and individual accountability.
- Gain a competitive edge with instant access to key metrics, ensuring informed and timely decisions in managing your properties.
- Benefit of an extendable Software as a Service (SaaS) solution, with an embedded contractor marketplace that makes it easy to source and add contractors where and when needed.

Measurement criteria

- Number of repairs in the backlog
- Average time for job completion: time from assigning work to a contractor to successfully completing the job
- First time fix rates
- Aged WIP jobs
- Customer or resident satisfaction (through timely and quality repairs)
- Proportion of repairs that need a recall

What does good look like?

- Full transparency and visibility of contractor performance for all maintenance services, across all properties and units, empowering data driven decision making for work order allocation.
- Having the ability to bring all contractors in one place, on an easy to use platform where users can get onboarded quickly (property managers, contractors, and residents), work orders are centralised, users collaborate in real-time and you have a full audit trail.
- Knowing that you are working with vetted contractors who undergo ongoing checks, being able to rate their work and receive resident ratings, leading to solid relationships with all vendors over time.
- Always keeping backlogs under control, leading to safe properties and happy residents.
- Using an end-to-end platform that virtually eliminates the need to maintain additional IT systems or the use of multiple apps when automating repairs and maintenance processes, by offering integrations with other systems resulting in reduced technology costs.
- Having a clear and complete overview for repairs and maintenance, voids, inspections and compliance workflows assigned across your vendor portfolio.