



## Key figures

**26%**

reduction in the average  
time to complete a repair

**17 days**

reduction in customer wait  
time for an appointment

**30**

new contractors  
engaged



## Plentific's offering

- Work order management
- Supply chain management  
(internal workforce and  
contractors)
- Backlog clearing

# Effectively using our platform to improve customer satisfaction.



## Customer background

Platform Housing Group is a leading housing association in the Midlands, UK, overseeing a portfolio of over 48,000 homes. With a dedicated workforce of approximately 500 skilled operatives, they annually complete around 144,000 jobs.



## The challenge

Like many other organisations, Platform Housing Group emerged from the pandemic facing a substantial backlog of approximately 14,000 jobs. They sought a dependable solution to alleviate this backlog while simultaneously enhancing customer satisfaction.

Multiple initial meetings were held between Platform Housing Group and Plentific, delving into the intricate details of how Plentific could be instrumental in addressing the needs of all project stakeholders, including those from Insurance, Governance, IT, and Finance departments.





**"We went live with Plentific in December 2022, the first batch of 500 jobs went live on the Plentific platform on a Tuesday evening. Within 24 hours, all of those jobs had been quoted on, with the first job completed on site by Thursday."**

*- Louie Nesbitt, Commercial Team Manager at Platform Housing Group*



## The solution

Platform Housing Group started using Plentific in December 2022. Within 24 hours of going live, all 500 jobs posted on the platform as a first batch, received quotes from contractors on Plentific's marketplace. The first on-site jobs commenced within 48 hours.

A primary objective of this project was to expand Platform Housing Group's access to a diverse pool of verified contractors in their areas of greatest need. Since the integration, they have successfully engaged with approximately 30 new contractors, ranging from local enterprises to large, national ones. This move not only bolstered their service delivery model but also lent support to local businesses within their communities, all the while ensuring customer satisfaction remains a top priority.

Louie Nesbitt, Commercial Team Manager, expressed their contentment with Plentific's high level of engagement and support.

**"Regular meetings and check-ins were scheduled, ensuring a seamless onboarding process for the back-office teams. The intuitive functionality of Plentific's dashboard, which almost manages itself, has notably contributed to the satisfaction of Platform Housing Group's experience."**



## The results

- Average repair completion reduced by 8 days, equivalent to a 26% reduction.
- Slashed waiting time to secure customer appointments by 17 days.

**"The most significant benefit we've seen in using Plentific so far has been a net superior customer journey. These substantial improvements have undeniably had a positive impact on our customer satisfaction levels."**

*- Louie Nesbitt, Commercial Team Manager*