



Clearing backlogs with a disruptive service delivery model.

A case study with Home Group



Tackle 1000 jobs or more in days.

With Plentific's transformative technology and robust supply chain solution, you can automate a reduction in your backlog in as little as one day by simply providing us with a CSV of your data, we'll do the rest.

Our competitive marketplace of contractors can offer you up to 5 quotes per job and is fully vetted to offer a reliable service time after time.

Our platform delivers results. Read our [Mixed Economy white paper](#) to learn more about the results below.

- ✓ First-time-fix rates have increased from 30% to 85%, significantly reducing costs and completion times.
- ✓ Property managers report that, in some cases, end-to-end times for non-emergency jobs have reduced from 10 days to 1.3 days.
- ✓ Resident satisfaction has risen from a target of 80% to 96% in as little as a 6 month time period.

Clearing backlogs with a disruptive service delivery model.

Home Group is one of the largest housing providers in the UK. Since 1935, the organisation has supported vulnerable groups and helped build aspirations and independence for its residents. Today, Home Group employs over 2,600 people and has more than 113,000 customers across 55,000 properties.

As an organisation focused on facilitating net zero goals, Home Group is one of the founding members of the The Greener Futures Partnership. The purpose of this initiative is to deliver a common approach to creating more sustainable tenancies and housing communities.

In the last year, Home Group has been exploring disruptive, digital solutions to deliver repairs and maintenance across some of its nine operational regions within the UK. After learning that Plentific's digital property management platform comes with its own nationwide marketplace of vetted contractors, Home Group chose us to address backlogs, emergencies and routine repairs for 12,000 properties it provides in the south. The pilot commenced in January 2022.

Plentific spoke to Home Group's Deborah Schofield, Readiness Manager, and Simon Hicks, Contracts Manager, to glean some insight into their experience with Plentific thus far. We analysed key measures of performance between February and March 2022. Here are some highlights:

A closer look at Home Group's challenges and targets.

Home Group was previously using a mix of Measured Term Contracts (MTC) and large national contractors that were delivering works across vast areas, for multiple work streams. Property managers at Home Group wanted to improve their visibility into the process and gauge contractor performance. The team also wanted to reduce a backlog caused by their incumbent contractor.

The organisation's KPIs for service delivery include average turnaround, potential responses, repairs and emergencies. First-time-fix targets for the organisation are set at 90%, with an average completion period per job of no more than 9 days. This was proving a challenge to maintain with the existing model. The organisation had not previously explored a tech-led model of delivering services.



Fast, frictionless implementation in three weeks



4.1 unique quotes received for each work order posted



Over 81% of jobs completed in under 14 days

Working with Plentific: key facts and figures.

01

A disruptive yet intuitive model.

Simon mentions that Plentific is the first market disrupting tech solution he has experienced in the 17 years he has spent in his field of work. With Plentific, Home Group has been able to reduce target time to completion per job (set at 9 days) to 7.4 days (as of March 2022). Simon elaborates that the platform is very intuitive to use, explaining that his team's initial feedback was 'wow, it's so much easier than our housing system for logging repairs'.

The team at Home Group did not require much training time and Simon states the onboarding process was 'very slick'. The organisation is finding that the entire journey of a repair, from raised to resolved, is now full of rich insight and detail - the kind that was previously lacking in their traditional model. More first appointments with residents are made and kept than was previously possible.

Deborah mentions how frictionless the implementation process was. She is typically accustomed to a 3 month implementation period. Working closely with the Plentific implementation teams allowed her to complete the entire process in just 3 weeks.

02

A proven cure for backlogs.

Using Plentific's 'bulk upload' functionality, Home Group has been able to clear the backlog it had with its incumbent contractor. The organisation also moved its emergency repairs over to Plentific after its incumbent had to pull out on short notice.

Between February and March of 2022, Simon's team posted 971 jobs on the Plentific platform. He mentions that the amount of quotes his team now receives per job posted is higher than ever before, at 4.1 unique quotes per job. The speed at which these quotes are received is also a vast improvement for his property managers.

Plentific's platform streamlines at every step of the process, and helps reduce admin time that can be better spent tending to resident needs. It took, on average, just 1.2 days to pay invoices in February of 2022.

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This is market disrupting technology which I have not come across in my 17 years doing this work. The bulk upload functionality is a great tool that allows my team to send 100 work orders a day, which get immediately loaded on the Plentific platform. It's a huge time saver.

- Simon Hicks, Contracts Manager, Home Group

Working with Plentific: key facts and figures.

03

Complete visibility

With Plentific, teams can seamlessly add and remove access to various projects. Team visibility is a priority for Home Group and Simon mentions how he has been able to add multiple people to projects with ease, even giving access to company directors who can dip in and out of the platform and find every job detail in one place.

The platform's focus on transparency is a key part of its success with Home Group, allowing team members to view photos and completion reports with a click. Communicating with contractors and dealing with quote variations is as easy as responding to an instant notification. 90% of all communication with contractors takes place through Plentific, which has made chasing a thing of the past.

04

A robust, reliable marketplace

Home Group was initially using a blended service delivery model - using Plentific to manage surge capacity alongside the organisation's existing contractors to manage outstanding works-in-progress. Since these have been dealt with, Home Group has parted ways with its main contractor and is exploring Plentific as a sole solution.

Simon mentions that the depth of the marketplace Plentific offers allows his team to deal with 100s of jobs a day using the 'bulk uploads' functionality. He explains that his team is now becoming accustomed to working with contractors of all sizes, including small businesses that are more flexible and affordable than incumbents. He further states that his team is now building stronger relationships with contractors on the platform, offering repeat work to local businesses within Home Group's housing communities.

The next step for the housing provider is to explore full integration with Plentific, such that the organisation's customer service centre can also get visibility into Plentific's platform instead of just Home Group's own housing system.

