



Plentific's offering

- Work order management
- Compliance management
- Inspections
- Supply chain management
- Reporting and analytics



"It is refreshing to engage with a provider that is willing to listen and understand our processes. Too many IT solutions assume they already have the bases covered. It has been a truly collaborative experience for us."

- Matt Smith, Head of Landlord Compliance

Flagship Group: transforming the way of managing compliance.



Customer background

Flagship Group is a progressive and forward-thinking organisation that is dedicated to solving the housing crisis in the UK. They operate three housing associations Newtide Homes, Samphire Homes and Victory Homes which collectively owns around 30,000 homes that house around 72,000 people.



The challenge

With the merger of three housing associations and a growing number of properties, Flagship Group realised it had to find a cohesive compliance management solution to manage all compliance areas, especially fire safety, in a digital and efficient way. This was very important to the organisation to manage resident safety and building safety while complying with regulations in a streamlined manner.

Prior to Plentific, Flagship Group managed fire safety manually with significant paperwork and double keying, which was time-consuming for the team and left them exposed to human error and delays along the way. Without a centralised solution, it was difficult to streamline data collection, monitor compliance work, validate results and access documents and reports instantly.

"We are fully focussed on ensuring resident safety and looking into contractors' performance to provide better services to residents. Plentific enables our staff to do just that. We can concentrate on what really matters by reducing the time spent on transferring data."

- Katy Savory, Asset Data Manager



"Plentific helps us manage compliance in an easy and centralised way, which covers an end-to-end process - from completing on-site inspections in the app, all the way through paying contractors. It is truly the biggest selling point that Plentific offers and we didn't find it with competitors."

- Katy Savory, Asset Data Manager



The solution

Flagship Group recognised value from the start as they used Plentific's platform to address day-to-day compliance work and to automate operational compliance processes.

Flagship Group is now able to simplify compliance operations from conducting inspections, reviewing assessments, and delivering remedial work to processing and paying invoices to contractors, all in one place. The team can get into job details and improve the service delivered to residents by leveraging centralised data and actionable insights.

With Plentific's built-in inspections mobile app, assessors can intuitively capture property conditions with photos and videos, and flag the actions that need to be taken afterwards. All data is saved and seamlessly synced with Plentific's platform so that office-based teams can review inspection reports and send work to operatives and resolve issues quickly.

In addition, Flagship Group has gained more visibility into compliance progress and performance. It now has instant oversight via a summary dashboard and can easily identify which compliance items need to be prioritised. Actionable insights are also accessible for monitoring and reporting through an advanced analytics module, which allows Flagship Group to review contractors' performance and therefore improve service quality. All evidence including documents and reports can be easily tracked and traced for internal and external audits.



The future

Moving away from manual operations, Flagship Group can now ensure remedial actions are correctly prioritised and acted on within the required timeframe to reduce risk and hazards in their properties. They are targeting an error rate closer to zero and a reduction in process overheads by 33%. By reducing time spent on paperwork and admin, Flagship Group's Compliance team can now focus on the tasks that add value and enhance business performance.