

Value Proposition.



Supply Chain Management. Contractors sourcing, collaboration and performance management (appointed and marketplace contractors)

Core statement

Plentific connects property owners and operators with contractors and enables complete management and performance reporting, from sourcing and verifications to job allocation and payment, for all contractors across your supply chain. Now it is easy to find contractors of all trades, with the right certifications, in the right areas, and at the right price point to maintain the condition of your properties and offer fast and high quality services to residents.

Positioning statement

Plentific's Supply Chain management solution offers you full visibility into your own network of contractors, to ensure you comply with regulatory requirements. Additionally, you gain access to our network of over 20,000 verified contractors, through a marketplace which you can access anytime, depending on your capacity and demand, allowing you to build resilience and competition into supply chain operations.

Feature description



Dynamic contractors sourcing

- Manage capacity gaps by adopting a mixed work delivery model: an open marketplace or a DPS (Dynamic Purchasing System) marketplace built in collaboration with members of the G15 group of housing associations. Scale your service up or down to manage demand - Plentific's marketplace aids with capacity constraint issues during peak seasonal periods, while supplementing with trades you cannot cover.



Programmatic job dispatching

- Automatically assign work orders to your existing vendors depending on the property and the 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.
- Dispatch work orders programmatically to Plentific's marketplace of verified contractors so they can bid on them. You will have full visibility over contractors' mandatory ongoing verifications needed to join Plentific, their background, certificates, services provided, reviews and workload.
- 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 operative assignees.
- Receive completion reports (including pre and post visit photos) which need to be signed by your organisation's assigned user(s) in order to receive invoices for payment.
- Attach inspections to work orders, if needed.
- Post follow-ons per work order, which you can assign to the same contractor or a different one.
- Post a recall once a work order has been completed but the issue has not been completely addressed.

- Enable default risk assessments to be signed by contractors for each job they attend.
- Set up your own single or multi-step engagement rules for your appointed contractors - attach price lists (SOR codes) and assign services, job types, and locations.
- Make use of a rating system on the platform that allows property managers to give repeat work to local tradespeople that are highly rated by residents.



Reliable Quoting, Invoicing and Payments

- Receive multiple quotes per work order (including a shortlist of Plentific recommended quotes), detailing work being undertaken and materials needed, and engage with contractors via our chat functionality 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.
- Get quote variations when the scope changes post site visit, if needed.
- Set up automated approval rules for both invoices and quotes, and nominate approvers within your organisation, based on business unit, property location or service.
- 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).
- Enable on platform quoting, invoicing or payments for your appointed contractors, or pay them outside of Plentific.
- 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 through dedicated reports and insights into their service delivery KPIs such as average quote and invoice value, first time fix rates, appointments attended, and more.



Appointed Contractor Management & Compliance

- Supply Chain Compliance - we can house all your vetting requirements. Requirements can either be determined by you or we can cater them to the Plentific standards. You can therefore have a streamlined approach with all things pertaining to contractor compliance, and have full visibility to them on the platform, for each contractor and each job.
- Supply Chain Support - we can offer support and management. From fully verifying, onboarding, and training, to contractor support and engagement to drive jobs to completion. We will formulate an approach to help support you in driving job resolution.



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 ratings (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 on 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.



Accessing a wide range of trade specialists

- LETSiNVEST offers landlords a complete service - from sourcing suitable private or corporate tenants, through to referencing, rent collection and management.
- Prior to adopting Plentific, they were used to working with a few trusted handymen who usually had a full workload, preventing tenants from getting a prompt service. With Plentific, LETSiNVEST's procurement has experienced a pronounced shift. The organisation can dispatch repairs works to a wider range of trade specialists than ever before. This is one of LETSiNVEST's KPIs and they state the breadth and depth of Plentific's marketplace of more than 20,000 vetted contractors is helping the organisation deliver effectively on it.
- Reporting is critical to LETSiNVEST's maintenance offering, and Plentific enables this by providing a full audit trail for each repair. This helps PRS companies analyse performance and optimise costs by adding bespoke data points which can be rendered across reports. From quoting through to the final job, their team receives pictures, completion reports and final invoices in one place, eliminating the need for lengthy reconciliation periods. They are also able to monitor transactions and accruals with dedicated reports.

Value points

- 1 Get procurement flexibility and bring down overall vendor costs by increasing supply, with an average of 3.5 quotes received per work order on Plentific's marketplace.
- 2 Manage demand flexibly during peaks, without having to commit overhead costs or sourcing and onboarding your own contractors.
- 3 Work exclusively with pre-vetted suppliers and access their background, full verifications and reviews from members of the G15 group of housing associations.
- 4 Drive data-enabled decision making with real-time performance insights for all contractors.

Measurement criteria

1. Number of repairs in the backlog
2. Average time for contractor hiring: time from posting a work order to receiving a successful quote
3. Average time for job completion: time from assigning a work to a contractor to successfully completing the job
4. First time fix rates
5. Customer or resident satisfaction (through timely and quality repairs)
6. Proportion of repairs that need a recall

What does good look like?

1. Having the ability to bring all vendors 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.
2. Always collaborating with vetted vendors who undergo ongoing checks, being able to rate their work and receive resident ratings, leading to solid relationships with all vendors over time.
3. Always keeping backlogs under control, leading to safe properties and happy residents.
4. Using an end-to-end platform that virtually eliminates the need to maintain additional IT systems or the use of multiple apps, by offering integrations with other systems resulting in reduced technology costs.
5. Having a clear and complete overview for repairs and maintenance, voids, inspections and compliance workflows assigned across the vendor portfolio.