Internal Workforce Management.

Real-time workforce planning.

Plentific

Core statement

Plentific enables real-time workforce planning, from job dispatching to completion, for both your office based staff (schedulers or planners) and your operatives. Now it is easy to schedule field-based teams to the right place at the right time, and to efficiently handle repairs and maintenance works.

Positioning statement

Plentific's Internal Workforce Management solution uses dynamic scheduling to offer you full visibility over your field-based workforce and ensures efficient job completion, while keeping everyone accountable.

Feature description

Workforce onboarding

- Easily onboard schedulers and field-based workers, without extensive training needed, and define workflows based on property location, types of work needed, and urgency.
- Add contact details, starting address, working hours, and work radius for all operatives for optimised scheduling.
- Control the access to the information your workforce sees, with customised roles and permissions.

Work order & bookings optimisation

- Digitally assign work orders to your in-house operatives depending on their skills, workload and availability, via manual scheduling. Choose dynamic scheduling that optimises appointments and responds in real time to new information, such as incoming requests, resource availability, or unexpected events.
- Accurately track and download activity logs for all operatives.

Streamlined job delivery

- Keep track of all bookings, with dates, descriptions, priority, duration, travel time, and status attached plus a real-time record of assigned operatives.
- Receive completion reports (including pre and post visit photos) which need to be signed off by your organisation's assigned user(s).
- Build online and trackable inspections into your workflows with a dedicated Inspections mobile app for your operatives.
- Schedule multiple bookings per job, which you can assign to the same operative, a different one, or even a contractor via our contractor marketplace.
- Post a recall once a job has been completed but the issue has not been completely addressed.

Field Service mobile app

- Enable operatives to send job related data to your office-based teams via a dedicated Field Service mobile app.
- Operatives can see their daily schedules, clock in and out of work, and complete jobs on the go.
- Online and offline overview of job details, chat and file sharing, holidays and breaks etc.

Accurate reporting and analytics

- Access dedicated reports and dashboards to monitor performance through real-time insights into service delivery KPIs such as first time fix rates, job completion time, costs, ratings and more.

Customer stories

SHEPHERDS BUSH HOUSING GROUP

Adopting a mixed economy work delivery model

- SBHA manages 5,000 London homes and endeavours to make affordable homes of quality the foundation of our society. Through a partnership with Plentific, they have successfully digitalised their supply chain and improved average time to job completion (dropped to 2.3 days), first time fix rates (from 30% to 85%), and customer satisfaction ratings (from 52% to 70%).

- 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 raises the rest of the open work orders on the Plentific marketplace.

Value points

1 Digitalise your entire supply chain, whether it's internal operatives or external contractors, and gain a single source of truth for all things repairs and maintenance.

2 Save costs by virtually eliminating the need to procure multiple tools and systems and keep your tech stack consolidated with a single platform for end-to-end property management.

3 Achieve greater operational efficiency and productivity for your schedulers and operatives, by automating their work and centralising communication, so they can focus on core tasks.

4 Centralise your repairs, maintenance and compliance data from raising work orders and scheduling appointments to completing jobs and reporting for better insight quality and data driven decision making.

5 Easily manage teams and contractor performance and rapidly address bottlenecks by reallocating work where and when needed.

Measurement criteria

1. Number of repairs in the backlog

2. Average time for job completion: time from assigning a work order to an operative to successfully completing the job

3. First time fix rates

4. Customer or resident satisfaction (through timely and quality repairs)

5. Proportion of repairs that need a recall

6. No. of rescheduled appointments

What does good look like?

1. Having the ability to bring Repairs and Voids teams together on a single, easy to use platform where all users can get onboarded quickly (office and field-based staff), work orders are centralised and managed end-to-end, and everyone collaborates in real-time and has a full work audit trail.

2. Effortlessly defining the work needed, which can be captured via call centres or other diagnostic systems directly from residents, and dispatching the right staff to deliver it quickly, with real-time visibility of job progress.

3. Having a clear and complete overview for repairs and maintenance, voids, inspections, and compliance workflows assigned across your own workforce and contractors.

4. Empowering field-based workers with the right tools such as mobile apps which automatically record job updates and send them back to a central repairs platform for schedulers to track and review.

5. Defining clear roles and responsibilities for all your teams and track the full work order journey from raised to completed, including SLAs and resident feedback.