



## Business outcomes

### Operational efficiency

Eliminated manual data entry; all work orders are now organised in one accessible location.

### Fix rates

Improved first-time fix rates through better operative allocation and real-time scheduling.

### Risk management

Enhanced ability to track and resolve critical compliance issues with a full audit trail.

### Scalability

Created a robust digital infrastructure capable of supporting a 10,000-unit portfolio.



“Our biggest pain point was that our tenants were reporting maintenance via email, text, WhatsApp... we had multiple failure points and limited real-time visibility.”

– Jimmy Ferrar, Group Property Director, Caridon

# Caridon's digital transformation with Plentific.



## Executive summary

Caridon, a leading UK property provider, faced significant operational hurdles due to fragmented communication channels and a lack of real-time visibility. By partnering with Plentific, Caridon consolidated its repairs, maintenance, field service, and compliance into a single platform. This transition has not only eliminated “failure points” but has also empowered the team with real-time data, driving higher tenant satisfaction and setting the stage for their ambitious goal of managing 10,000 units by 2030.



## The customer: Caridon

Caridon is a property management and development group dedicated to providing high-quality housing. With a rapidly growing portfolio, the group prides itself on social responsibility and high standards of maintenance and compliance.



## The challenge: Fragmented systems and “failure points”

Before adopting Plentific, Caridon's operations were “old school” and highly manual. Maintenance requests from tenants arrived through a mix of WhatsApp, text messages, and emails.

Prior to implementing Plentific, Caridon's maintenance and repair operations faced several systemic inefficiencies:

- **Fragmented communication:** Enquiries were received via disparate channels, including WhatsApp, email, and SMS, leading to decentralised data.
- **Zero visibility:** Limited real-time insight into the status of repairs or the location of field operatives.
- **Critical issue management:** Difficulty in tracking and resolving high-priority issues like damp and mold across the portfolio.
- **Operational friction:** Schedulers and managers struggled to plan efficiently without a live view of the “end-to-end” journey.



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“I couldn’t imagine not using Plentific now. It’s sorted out the organisation of all our work orders and maintenance jobs in one easy place that we can access at any point.”

– Emma Lambert, Repairs and Voids Manager, Caridon

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“Plentific has sorted out the organisation of all our work orders and maintenance jobs in one easy place. Using the platform, we can drill down into the minute detail, which is essential for our performance and growth.”

– Jimmy Ferrar, Group Property Director, Caridon



## The solution: A holistic, single-platform approach

Caridon partnered with Plentific to implement a fully integrated field service management solution. The goal was to bring every aspect of property operations, repairs, voids and compliance into one place.

Some of the improvements included:

- **Real-time optimisation:** Using algorithms to ensure the right operative is assigned to the right job at the most efficient time.
- **End-to-end visibility:** A dashboard that tracks every work order from the initial tenant report to completion.
- **Seamless communication:** A unified app that keeps tenants informed and connects field teams directly to the office.
- **Data-driven insights:** Robust reporting on tenant satisfaction and maintenance performance.



## The results: Efficiency, clarity, and growth

The impact of the Plentific implementation was immediate, transforming the daily workflow for everyone from back-office schedulers to on-site operatives.

- **Improved fix rates:** Real-time scheduling and better data led to faster resolution times for tenants.
- **Operational joy:** The scheduling team reported a significantly better experience, having all information “in one easy place.”
- **Enhanced compliance:** Caridon can now “drill down into the minute detail” of every property, ensuring safety and quality standards are met across the board.
- **Scalability:** The platform provides the infrastructure necessary for Caridon to reach its target of 10,000 units by 2030.



## The future

With Plentific, Caridon has moved from reactive maintenance to proactive property management. The partnership continues to evolve, focusing on leveraging deep data insights to further increase tenant satisfaction and operational efficiency as they scale their portfolio.