

Plentific products in use:

- Plentific Marketplace
- Work Order Management
- Inspections Management
- Automations and Connectors
- Appointed Contractor Management

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“Plentific gives us flexibility during demand surges. We can quickly mobilise contractors, maintain service levels, and ensure residents don't experience delays.”

“With Plentific, we've moved from reactive repairs to a proactive, data-driven approach that improves visibility and performance.”

“Plentific gives us the tools to adapt as regulations evolve. It's not just about meeting standards, it's about building resilience.”

— Lisa Turner, Head of Repair Operations, Property Services, Peabody

Peabody.



Customer background

The Peabody Group owns and manages more than 66,000 homes across London and the South East. The housing provider also has over 18,000 care and support customers. With a diverse range of customers including tenants and leaseholders, Peabody's aim is to offer better digital access and it has been modernising its services to improve the customer experience for repairs.



The challenge

Amidst a procurement exercise to take on new responsive repairs contractors, Peabody sought innovative suppliers that could bring new technological solutions to the table. They were experiencing a high volume of calls to their customer contact centres, with residents chasing contractors — which was impacting customer satisfaction and efficiency of repairs.

Peabody wanted a technology partner to challenge and streamline its operations and decision making, and demonstrate how services could be adapted across different parts of its portfolio. All without compromising key touch points in its customers' journey, which it feared might have to be sacrificed to bring about repair efficiencies.

Peabody wanted to improve its service delivery to better manage capacity, making repairs faster and more efficient. Its operational teams also sought data to improve service delivery and create opportunities for better tracking, reporting and headroom in their operations.



Resident quotes

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“I have never had such professional work done at my property in the 17 years I have been here. Outstanding. Arrived when stated. Cleaned up after themselves and such nice, friendly, genuine men.”

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“The operative was very professional, courteous. He went over and beyond with his work. Very happy. He and his company are a credit to Peabody.”

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“I’ve lived in Peabody for over 50 years and this was one of the best. 10 out of 10.”



The solution

Following a demo, Plentific’s web-based platform impressed Peabody enough that their team took a considerably agile approach to implementation. In just six days, they mobilised a team of seven in their customer contact centre to manage the platform. This was typically a three month process for Peabody, but they were able to prove the platform’s validity in a very short period of time.

Peabody carried out a major trial of the Plentific platform, focusing on delivering repairs across 24,000 properties in London to get a sense of how well the platform and marketplace contractors would perform.



The results

Plentific’s platform offered one source of truth for all customer communication — so follow-up conversations with customers became easier to manage. Repair works and contractors could be tracked precisely to offer customers full visibility and scheduling updates.

Plentific’s platform gave Peabody access to thousands of local contractors, significantly improving their capacity to deliver repairs quickly – in many cases allowing them to complete repair visits on the same day.

During the trial period, 650 repairs were delivered in a week across London properties, managed entirely on the Plentific platform. Peabody’s customer service satisfaction company held 176 phone interviews shortly after to analyse and compare results to a large incumbent contractor. Both ‘first time fix’ and repairs satisfaction was significantly higher with residents.