

Value Proposition.



Work Order Management.

Management and tracking of all work types

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, Plentific offers a thorough overview and management capabilities for all contractors across your supply chain. Now it is easy to manage and track every work order, from raised to resolved, using our cloud-based and mobile-enabled software.

Positioning statement

Plentific's Work Order management solution helps you gain an edge in service delivery by improving business KPIs such as first-time fix rates and work completion times, connecting all stakeholder including office based teams, in-house operatives, contractors, and residents and centralising all types of work, including responsive repairs, planned maintenance, renovation projects, and compliance.

Feature description



Issue identification and work assignment

- Diagnose issues, triage emergencies, create work orders and find the right delivery method for the job, whether via in-house teams or contractors.
- Bundle faults by skill set so contractors can fix a number of repairs in a single visit.
- Receive up to 5 quotes per work order, from specialised contractors.
- 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. Dispatch work orders programmatically to Plentific's marketplace of verified contractors so they can bid on them.



Work order journey

- 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 and make payments, all in one platform.
- Build online and trackable inspections into your job workflows.
- 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 mandatory risk assessments to be signed by contractors for each job they attend.



Work order feedback and tracking

- Make use of a feedback system on the platform that allows property managers to give repeat work to local tradespeople that are highly rated by residents.
- Manage all the steps of the process, from booking to completion report and resident feedback.
- 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.

Customer stories



Managing reactive repairs and maintenance with Plentific

- L&Q are using Plentific for reactive repairs and maintenance, with a team of 32 using the platform on a daily basis.
- With 4 main KPIs that the Head of Repairs and Maintenance reports on monthly (first time fix rates, average work invoice value, appointments kept and average completion rate), Plentific's reporting capabilities give her real-time insights into property operations but also access to historical data. On top of that, L&Q also uses Plentific's reporting capabilities to monitor marketplace contractors' performance and costs, with reports on financial transactions, invoices and quotes.
- "A lot of the property management systems don't have reporting that is simply laid out. With Plentific everything is clear and I can get the underlying data in seconds for reports to be shared with the directors of the company." - Head of Repairs and Maintenance.



Effectively using Plentific to improve customer satisfaction

- Platform Housing Group started using Plentific in December 2022. Within 24 hours of going live, all 500 jobs posted on the platform as a first batch, received quotes from contractors on Plentific's marketplace. The first on-site jobs commenced within 48 hours.
- Since using Plentific, the average repair completion was reduced by 8 days, equivalent to a 26% reduction and the waiting time to secure customer appointments was slashed by 17 days.
- "The most significant benefit we've seen in using Plentific so far has been a net superior customer journey. These substantial improvements have undeniably had a positive impact on our customer satisfaction levels." - Louie Nesbitt, Commercial Team Manager.

Leveraging technology to keep homes safe, residents satisfied and operations efficient

- Plentific enables Network Homes to streamline its work order management and respond to complex works, such as damp and mould projects, with speed and efficiency. A cloud-based digital platform and marketplace ensure Network Homes' property managers have faster, more intuitive ways to manage resident services while gathering advanced analytics for each work order.
- 91% of all bookings made using Plentific are attended, ensuring safer homes that are free of damp and mould.
- 90% of all repairs raised with Plentific are completed within KPI timeframes, minimising backlogs almost entirely.
- As a result of a consistently high performance, residents are twice as likely to request contractors from Plentific's marketplace again.
- "It's just really, really easy. I personally like the way that all of the information is laid out on the platform. It's eye-catching and easy to read and you know everything's right there - in one place. Our reports team also enjoys using the system for this reason. I think pretty much most things on Plentific are just a few clicks away, and that's my favourite thing about it. One click, two clicks and you're there." - Sasha Mannino, Contact Centre Operations Manager.



Value points

1. Improve business KPIs such as first-time fix rates, work order completion times and resident satisfaction, while supporting local communities.
2. Connect all stakeholders - office based teams, in-house operatives, contractors, and residents are always on the same page. They can all keep track of the work done at all times and everyone is accountable every step of the way.
3. Manage all types of work including responsive repairs, planned maintenance, renovation projects, and compliance.

Measurement criteria

1. Number of repairs in the backlog
2. Average time for job completion: time from assigning a work to a contractor to successfully completing the job
3. First-time fix rates
4. Customer or resident satisfaction
5. Percentage 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. Having a clear and complete overview for repairs and maintenance, voids, inspections and compliance workflows assigned across the vendor portfolio.
5. Effectively centralising IT systems and applications, to reduce double keying and improve end-to-end reporting.