



A better way for housing organisations to plan and schedule work



# Welcome to our ebook

Welcome to this best-practice guide for dynamically scheduling resources within your housing organisation.

This guide will show you how to increase productivity, reduce costs and improve customer satisfaction through work optimisation, dynamic scheduling and intelligent appointment booking.



## Contents

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A photograph of three business professionals in an office setting. A woman with curly hair is pointing at a computer monitor. A woman in a red top is sitting at the desk, looking at the screen. A man in a light blue sweater is leaning over her, also looking at the screen. The office has modern lighting and a clean, professional atmosphere.

# Planning and scheduling

How can you increase productivity, reduce costs and improve customer satisfaction?  
Through work optimisation, dynamic scheduling and intelligent appointment booking.



## The scheduling challenge

For every housing repair organisation, planning and scheduling work will almost always take a significant amount of time; getting it wrong can have a negative impact on costs and customer service.

5 operatives with just 5 jobs each



= billions of different planning scenarios

Planning and scheduling are never simple. If you have five operatives carrying out five jobs per day at separate locations there are millions of different scenarios for allocating jobs.

### **There is a better way**

The intelligence within your dynamic resource scheduling tool ensures that every option is considered and the best option

is selected every time. It uses data captured from other available applications to ensure that every job is intelligently allocated so it is performed by the right operative at the right time, regardless of what changes during the emerging day.

It works by optimising the schedule, managing the unexpected and booking appointments intelligently.



# 1 Optimising the schedule

Dynamic resource scheduling tools are better at optimising the schedule than planners manually inputting jobs. So, once you've told the tool what the parameters of your business are, such as shortest route or cheapest operative (based on your organisational KPIs), you can let the tool handle the complexity.

## Case study

North Lanarkshire Council saw productivity in its housing repair service rise by 35 per cent (from an average of five hours per worker, per day, to 6.75 hours per worker, per day) with Dynamic Resource Scheduler (DRS).

= The equivalent of adding **12** operatives.



Two factors help you to significantly increase productivity while improving customer satisfaction:

## Identifying suitable operatives

This is more than matching skills to jobs. Other factors such as required timescale, location, equipment, language, certification and annual leave, can and should be taken into account. The more rules you have, the better optimised your repairs become. However, we recommend you limit this to fewer than ten so as not to restrict flexibility.

## Identifying the best operative

Identifying suitable operatives is likely to produce multiple options, now it is about identifying the best. A key factor here is travel time, and this is not based on as-the-crow-flies but needs to take into account street-level journey planning to significantly reduce travel time and costs.



## 2 Managing the unexpected

Dynamic scheduling is the key to ensuring that whatever emerges throughout the day, you are always working in the most efficient way.



Without some dynamic scheduling software, new jobs are simply allocated to the first available slot across operatives. With applications like DRS the day is re-planned to create the most efficient schedule including the new job.

Emergency repairs, job overruns and no-access incidents are all factors affecting the emerging day. Repair organisations like yours have three options:

1. You build in a buffer of free operative slots to accommodate emergencies and overruns, and live with the inefficiency this generates in resource utilisation and travel.
2. You slot emerging work into the schedule of relevant operatives on a first-availability basis, ignoring who is the best choice for each job.
3. You re-evaluate the plan and reschedule the day to take emerging work into account to ensure you maintain the optimum work schedule across all available operatives.



### 3 Booking appointments intelligently

Booking an appointment should not be about finding the next available slot, but finding the most efficient window.

The greatest opportunity for you to maximise efficiency is at the point a tenant is booking an appointment. It's vital that customer service advisors not only have a view of available slots, but also the intelligent insight about which slots are the most efficient in terms of time, cost and resource utilisation.

When appointments are being made, dynamic resource scheduling identifies the most effective use of resources by looking at the availability of appropriate operatives and the most cost-effective slots available based on resource and travel optimisation. It will then present the best slot to the call centre team, enabling them to offer this to the customer.

Your customer service team should then be presented with a simple screen that enables them to offer appointments in the most efficient order for your organisation.

WED 5 MAY	THURS 6 MAY	FRI 7 MAY	SAT 8 MAY
09 - 12 ★	09 - 12 ★	09 - 12 ★ ★	09 - 13
09 - 15 ★	09 - 15 ★ ★	09 - 15 ★ ★ ★	
15 - 17 ★	15 - 17 ★ ★	15 - 17 ★ ★	

With DRS, colours and stars are used to indicate the most cost-effective appointments available.



## About Advanced

We are the third largest British software and services company in the UK. We help organisations create the right digital foundations that drive productivity, insight and innovation – all while remaining safe, secure and compliant.

We enable our customers to achieve increased efficiencies, greater savings and to identify growth opportunities through focused, right-first-time software solutions that evolve with the changing needs of their business and the markets they operate in.

Our solutions for both commercial and public sector organisations simplify business challenges and deliver immediate value, positively impacting millions of people's lives.

We have a strong track record in helping our customers move to the Cloud. We manage private, public and hybrid Cloud environments, as well as deliver sector-specific Cloud-

based solutions and services. We are certified partners with Amazon Web Services (AWS) and Microsoft, and have achieved the highest levels of accreditations.

Our Cloud solutions are used by organisations of all shapes and sizes, including Highways England, PRS for Music and Aspire Furniture.

### **Field service management**

Our software solutions for field service management help our customers streamline their service to increase job capacity, reduce overheads and improve satisfaction levels for their customers. More than 40,000 field workers across the UK rely on our software to successfully undertake their work every day. Our applications can be fully integrated with existing infrastructure, or rolled out as independent solutions.

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To talk to an expert about how we can help your organisation, contact us on 08451 605 555.

Alternatively leave us a message [here](#) and we will be in touch shortly.

 t: 08451 605 555