

SOLVING CHALLENGES THAT FACE THE PUBLIC SECTOR



“It is so much better, we are able to schedule more jobs to be done in one day than we have ever been able to in the past.”

Mick Davenport, Project Manager,
City of Lincoln Council

The City of Lincoln Council is responsible for approximately 8,000 units of council housing stock, in a landlord role with an obligation to carry out day-to-day repairs. This role is met by the Council's Housing & Community Services Directorate.

Historically - management of the housing stock was via a paper based job scheduling system which was inefficient and open to abuse. The council lacked the electronic capability to manage its mobile human resources and was therefore unable to monitor the time its operatives spent on housing repairs and maintenance.

Most importantly, with regard to the need to report on performance, the Council was unable to demonstrate that its resources were being used effectively.

It was clear that the 'flexibility' of the paper based system didn't lend itself to effective management of the housing stock or to putting the customer first.

Mobile technology was recognised as being the way forward and after a period of consultancy the council issued the tender for a Resource Scheduling and Mobile Communications Supply & Support Contract to address these issues.

The council's objectives included:

- Workforce modernisation
- Efficiency improvements
- Cost savings
- Automation of appointments
- Integration with back-office applications

The SunGard Approach

SunGard designed a 'best of breed' solution with its partners; Xmbrace (provider of OPTI-TIME) and Integral Mobile Data (IMD - provider of Integral mForms™). OPTI-TIME is the market leading real-time resource scheduling application in the Housing Maintenance Sector with interfaces already in place for the Universal and Depot master applications. IMD's solution provides a mobile data application toolset. This enables mobile applications to be written for PDA's of different types, allowing synchronisation with custom built mobile databases back in the data-centre. These centralised databases can be interfaced to other systems, allowing a common mobile gateway structure to be built and utilised across the entire enterprise.



In April 2007 SunGard embarked on the project, developing the mobile application and carrying out integration testing with the scheduling system. Five months later successful customer acceptance testing took place with sign off occurring on 24th August. The project then moved into the pilot phase and after only 2 days, the Council began to see the benefits of the investment they'd made. As soon as Lincoln's Resource Planners started to use the Pilot system they realised just how significant the electronic mobile solution was over the paper based approach.

The system is able to:

- Support dynamic rescheduling on status updates received from operatives
- Recognise that different operatives may take different times for the same work
- Constantly route plan when re-allocating
- Always respect the appointment time and the operative skill capabilities and usage preferences
- Allow intervention and manual override of any rule
- Provide central visibility of potential schedule conflict
- Provide flexible options for the central planning team to determine which jobs to re-appoint, based on priority and visit status
- Provide central visibility of future appointments that can be pulled forward to help keep an operative busy

SunGard has strived to ensure best value and demonstrate high levels of productivity whilst also ensuring that all business processes have been designed around the way the Council operates.

SunGard Project Manager, Paul Venton said, "Our job was to pull the whole solution together; writing the interfaces and the mobile application using the IMD forms designer software. Not only does the resulting solution deliver on all of Lincoln's original requirements, it empowers the Council with a platform that allows them to develop their own Mobile applications for other departments. This is unlike any other offering that we know of in the marketplace."

Since go-live, the City of Lincoln Council has approached SunGard for further enhancements to capture information regarding Vehicle Inspection. "With the systems and the support mechanisms already in place, deploying further enhancements now becomes a very straight-forward job."

The City Maintenance Services (CMS) at the City of Lincoln Council (CoLC) consists of 67 operatives, 2 dedicated resource planners and 5 team leaders, with a Maintenance Manager overseeing all operations. The CMS is responsible for maintaining just over 8000 tenanted properties, plus a variety of corporate buildings throughout the City.

Typically, 250 paper work tickets would be printed off on a daily basis, sorted and distributed to the appropriate team leader by the resource planners, which in turn were issued to the operatives. This was a labour intensive system, open to the loss of work tickets, missed appointments and task duplication, not to mention the amount of paper produced.

The CoLC chose SunGard as the preferred supplier for Resource Scheduling and Mobile Working. After various project group meetings, including personnel from SunGard, Xbrace (Optitime) and the CoLC, and through a bespoke development process, we were ready to launch the "pilot" phase. The CMS opted for the electrical trade team, consisting of 7 tradesmen for the pilot phase. The pilot highlighted areas that needed to be addressed prior to full roll out. The appearance and order of the forms on the hand held device were changed, as requested by the end users (through the pilot).

The response to our requests for the changes from SunGard have been first class, where every effort has been made to meet our needs, even though some of our request have been of an 11th hour nature.

Device selection was carried out through the operative workforce, unfortunately the chosen device for the pilot proved to be unreliable, signal strength and the battery life proving to be particularly weak. We took the decision to change the device and once again SunGard were quick to support the setting up of the new devices with the Lincoln Forms. There were other system glitches, but with the help and advice from the technical support team at SunGard they were soon eradicated and we were in a position to go for full roll out.

The CMS is now fully mobile in responsive repairs and immediate benefits include; a fully appointment based service, the operatives travel direct from home to their first job of the day-saving both time and fuel, job tickets are no longer printed, no need for time sheets and most importantly, there are more jobs carried out by an operative on any given day. Overall, we have seen significant improvements to the customer service and labour efficiency. We have experienced some cultural issues regarding a new way of working and the new technology at hand, but with a rigid training programme and on going support from our in house trainers and IT department, we have a credible system in place to support all users and offer an efficient and effective service to our customers.

**Mick Davenport, Project Manager,
City of Lincoln Council**



ABOUT SUNGARD PUBLIC SECTOR

SunGard Public Sector UK serves a wide range of customers - public safety and justice agencies, local and central government and third sector organisations. Solutions include public safety and justice applications as well as managed services and management consulting. In the UK more than 50 million citizens - 86% of the population - are served by agencies that rely on SunGard Public Sector solutions.

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ABOUT SUNGARD

With annual revenue of more than \$4 billion, SunGard is a global leader in software and processing solutions for financial services, higher education and the public sector. SunGard also helps information-dependent enterprises of all types to ensure the continuity of their business. SunGard serves more than 25,000 customers in more than 50 countries, including the world's 50 largest financial services companies.

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