

TOTAL MOBILE

The Wansbeck Experience

Andrea White

- **24 years experience in local government and housing**
- **Business Unit Manager, PMD**
- **Finance, IT, Performance, Stores and Admin**

Wansbeck Homes

- **Former Wansbeck District Council, Stock of circa 5500 properties**
- **Part of the Bernicia Group**
- **South East corner of Northumberland**

Property Maintenance Division

- **Consists of 83 Operatives**
- **24 Management and Support Staff**
- **Provides**
 - **Responsive Repairs**
 - **Void**
 - **Heating Servicing**
 - **Cyclical Painting**
 - **Capital Works**
 - **Estates Services**

Set up of Project

- **Replace old DOS based system**
- **Modern, forward looking system**
- **Timescale**

Problems & Issues

- **Timescale**
- **Resources**
- **Support & Expertise**

Scope of Project

- **Full Integrated System**
- **Interaction/Interface with other systems**
- **Introduction of Mobile Working**

How Did the Project Go?

- **Lessons Learned**
- **Unforeseen Problems**
- **Organisational Issues**
- **Overcoming Problems**

Current Position

- **20 Mobile workers on job management and timesheets**
- **2 on mobile materials**

Benefits, Savings & Efficiencies

- **Real time information**
- **Accurate data recording**
- **Saving of Unproductive time**
- **Resource savings**

The Future

- **5 servicing engineers with electronic CP12's**
- **Response team on mobile stores**
- **Use of folio**
- **Inspectors with job builder**
- **Post Inspection Module**
- **Supervisory staff mobile**

Thank You

- **Any Questions?**