

Project case study



Customer Name

Ian Williams Hub

Contract

Responsive Repairs

Project features

- 24/7 Ian Williams hub
- Nationwide support for all responsive repair contracts
- Bespoke client service including IT interfaces
- Ongoing training and development for hub staff
- Over 10,000 calls handled every month and over 1,000 jobs programmed a week

Advantages/benefits

- Dedicated hub team supported by in-house IT team able to develop a bespoke service for each client
- Experienced Ian Williams Software Developers create interfaces to link client systems with our own integrated solution, iwsys
- IW Academy and hub Manager provide ongoing training and development for hub staff
- All hub staff multi-skilled on all contracts mitigating unforeseen risk
- Dynamic Resource Scheduling to programme works optimising productivity and effectiveness of operatives

Contract details

The Ian Williams hub provides 24/7 nationwide support for both internal and external customers on all responsive repair contracts.

Through our dedicated hub and IT teams we are able to develop a bespoke service for each individual client based around their specific requirements.

Our in-house team of experienced Software Developers are able to build interfaces between a range of client systems and our own integrated solution, iwsys. These interfaces enable a secure transfer of data whilst providing live updates on each individual job.

The key to the success of our hub is our investment in the training and development of our team. The Ian Williams Academy and Hub Manager provide a wide range of training modules to develop the skills our hub staff. We ensure all staff are multi-skilled to deal with all contracts; mitigating risks from unforeseen circumstances such as staff illness.

On average our hub handles over 10,000 calls every month with a short average answer time of 26 seconds. Our planning staff programme over 1,000 jobs a week through our Dynamic Resource Scheduling software to optimise the productivity and effectiveness of our operatives.