

# How our technology is driving a better service for our housing clients and their tenants



Mike Dunstan ITM

In 2017 Ian Williams embarked on a major investment programme to reflect the changing demands of technology within the property maintenance sector.

**This resulted in the creation of Ian Williams' unique solution called iwsys. The development project was led by Mike Dunstan, Information Technology Manager, who successfully launched our solution and completed its integration with our customers' systems.**

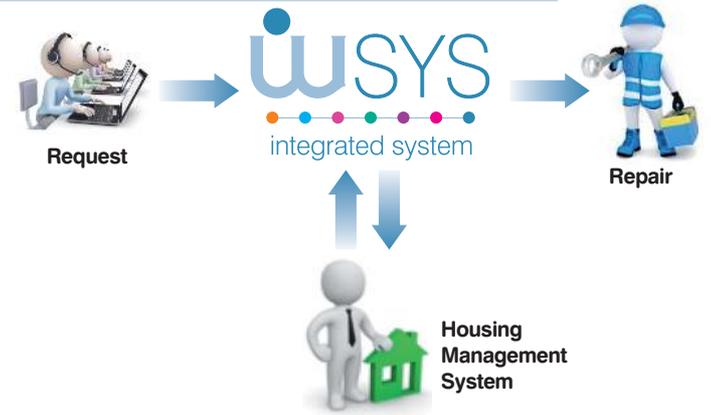
Mike explains why this project was of strategic importance to Ian Williams and its clients: "Within the sector, there has been a growth in IT software solutions to assist maintenance providers. This has also brought increasing complexity for many at a time when clients are looking for simpler IT solutions. Many clients also require more information on repairs to their assets to assist with future investment planning. The emergence of real-time information for asset management teams and customers who have reported a repair is now a basic requirement."

Mike goes on to explain: "Many organisations are forced to develop work around solutions in order to integrate a range of external software packages so that the service can be maintained. This can become expensive and create interface risk and complexity that means a system can become unstable. Clients' housing management systems are also varied and becoming complex and unique as well. For example, two clients may use the same software solution, but depending on the modules purchased and the degree of customisation they have adopted, they can be very different. This provides significant integration challenges for maintenance providers."

With a recognition that our clients also wished to see efficiencies in delivery and improved levels of services for their customers, it was the right time to review our approach and develop a market leading solution: **iwsys**.

This is a future-proofed approach that reduces risk and complexity as well as providing a simple and integrated solution for our clients and Ian Williams' repairs teams.

**iwsys** provides a single point of interface leveraging the benefits of a number of best in class and market leading software solutions that enables a repair request to be completed whilst ensuring that a Housing Management System is continuously updated.



## iwsys in operation

Behind this strategic solution lies a more complex system that enables the management of appointments with a customer to include real-time updates on the progress of a repair. The repair process is also completely automated such that the task is matched with an operative's availability, skill set and location. Tasks are issued via **iwsys** to a mobile device that provides all the information needed to complete the repair safely and efficiently. This includes an ability to capture customer satisfaction as well as photographs of our work.

Vehicles are also tracked and monitored to improve route planning efficiency and operative productivity. This means we can complete more repairs each day and reduce the cost of the service to our clients. Clearly providing a more efficient service for tenants and completing repairs correctly on the first visit is a significant driver in their overall satisfaction with their landlord

