



# Case Study



## servitor

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*Barry Smith, Head of IT, Kier Building Maintenance*

## Kier builds for the future with Servitor

### Background

Kier Building Maintenance (KBM), part of the support services division of Kier Group plc provides a responsive and planned repairs service, including the Decent Homes refurbishment programme, for local authorities, ALMOs and other registered social landlords.

KBM has award-winning partnerships with housing associations, councils and local authorities across the UK, maintaining more than 180,000 homes and carrying out more than half a million responsive repairs last year.

### The challenge

In 2000, KBM secured their first building maintenance contract, with London Borough of Islington. Since then KBM has successfully bid for a number of contracts, including Islington, Sheffield, Leeds, Harlow, Ealing, Greenwich, Ascham, Brighton and Hull. Each building maintenance contract is unique and tailored specifically to suit the client's requirements. Every installation requires different schedules, pricing models and interfaces to existing systems, therefore the solution to manage each repairs and maintenance contract needs to be highly flexible, for this task KBM chose Servitor.

Barry Smith, Head of IT, Kier Building Maintenance explains the reasons behind choosing Servitor, "For repairs and maintenance, Servitor is the best in the market. We had confidence that Servitor would meet our current business needs but would also be a long term partner, capable of adapting with us as our business grows. We have confidence in Servitor, not least because it's based on Oracle, a reputable, industry standard database."

### The solution

Servitor is an integrated repairs management system designed to meet the needs of best value and modern service delivery requirements. Servitor is used to manage the entire responsive

repairs process, from initiation to completion and charging. Job details are recorded in Servitor either by a call centre operative or from an interface from the housing management system. Jobs are then allocated to the repair team, with a job ticket produced. Full job costing, including labour and parts is carried out upon completion of the job, with detailed cost analysis.

The main advantages of Servitor for KBM include; the scalability of the solution, its reliability and flexibility, as well as its ability to be configured to each new KBM contract.

Servitor can manage multiple client, multiple contract operations and the solution can be added to as Kier's business expands through winning new contracts. An additional benefit of Servitor is the way Servitor is highly configurable and modular. Each installation can be unique in terms of which modules are selected to meet the specific business requirements of the contract. Core modules can be installed initially and then added to at a later date, as the business requirements dictate.

Servitor is a complete solution and can be easily integrated into other systems, such as financial software or housing management systems. The flexibility of the solution enables KBM to tailor Servitor to suit different financial environments, client agreements and multiple charging methods. This is essential for KBM, who have found from experience that every contract is administered differently.

### Kier Sheffield LLP

Kier Sheffield is a good example of the partnership between KBM and Servitor in action. Kier Sheffield LLP is an award-winning limited liability partnership formed in 2003 between Kier Group and Sheffield City Council, created to provide a repairs and maintenance service for the city's social housing, public and private buildings.

**Kier currently benefits from using the following Civica solutions**



Process & Document Management



Contact Management



Revenues & Benefits



Housing



Environment



Traffic & Streets



Planning



Finance



Legal



Pensions



Health & Social Care



Education & Skills



Managed Services



Consulting



Software Licensing



As the UK's largest partnering contract of its kind, Kier Sheffield maintains 50,000 plus houses and other public buildings such as libraries, schools and social services establishments. Kier Sheffield has also successfully secured other repairs work with, for example, Sanctuary Housing and South Yorkshire Housing Association, providing services to a further 5,000 properties covering Yorkshire, Lincolnshire and North Derbyshire.

The Servitor housing repairs solution is essential in effectively managing this award winning contract. The scale of the operation is demonstrated in the following statistics, which show that Servitor:

- Processes an average of 5,000 repair jobs each week
- Produces approximately 10,000 job tickets per week
- Processes approx 800 bonus calculations per week
- Records and processes 1500 stores issues per week

Despite this quantity of work, KBM is keen to improve the quality of responsive repairs as well. This approach has been successful with Sheffield being awarded a maximum three star rating in the latest housing inspection from the Housing Inspectorate.



**The benefits**

Across Kier's building maintenance contracts using Servitor, operating out of Sheffield, Islington, Barking, Harlow, Leeds and Hull, around 450 users access the software every day. The information recorded in Servitor is used to measure specific key performance indicators, such as meeting appointment times and priorities for job completion times. Some of the performance indicators are a condition of the building maintenance contract with the local authority and therefore would result in financial penalties, should Kier fail to meet their targets.

When bidding for new contracts, Kier can demonstrate its track record of success and innovative use of technology, such as the Servitor solution, to improve customer service.

John Hood, divisional director of Civica, said "Kier's growth reflects their success at providing a first-class housing repairs service to local neighbourhoods. Their innovative use of technology has enabled them to automate processes and effectively manage the responsive repairs process to benefit the tenant. We are pleased to support Kier in this task with the Servitor housing repairs solution."

**Civica is one of the most experienced providers of consulting, software and managed services for the public sector. Supplying more than 1,200 organisations in the UK, Australia and the USA, including 89% of the UK's local authorities. Civica has a 20-year history of delivering software-based solutions that help customers in local government, criminal justice, housing, education and healthcare sectors to improve service delivery.**

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