

# settle Case Study

settle, formally North Hertfordshire Homes, established over 15 years ago has recently undergone a significant change, growing in both services they offer and the areas they work in. Their new strategy 'Building a Better Tomorrow' outlines their bold ambition to build more homes to help people who are struggling to find a place to live, and to ensure an effortless customer experience.



## Results

**100%**

of data checked

within compliance documents



integrated solution

utilising the integrated solution with Servicesoft

**8,500**

properties

settle has over 8,500 residential properties

## Challenges

The number of documents we received from our contractors made it only feasible to sample check a small percentage. Not only was this costly and labour intensive, but it never would have resulted in all of our documents being checked in real-time ... it was impossible.

Requesting information from the contractor inevitably causes delays in providing a responsive service. This resulted in increased customer effort, complaints and a reduction in first contact resolution. Without knowing the real-time status of every asset exposed us to risk.

The introduction of a new system can be challenging. Impact to existing users and processes increases the risk of a low utilisation rate. It was therefore important that any additional system could be successfully integrated, taking into consideration the user experience.

## Solutions

### Any digital document

Once we discovered TCW and Servicesoft would work hand in hand it alleviated our concerns with implementing an additional system. The fact TCW can read any digital PDF and therefore link with documents from any outsourced contractor was a big plus.

### Tenant relationships

Having complete transparency and a real-time system means issues from our customers can be dealt with quicker and more effectively. This has resulted in fewer complaints as our customers are not having to wait for an answer while we try to speak with our contractors

### Transparency

TCW checks 100% of the documents, and the integration with Servicesoft provides a seamless user experience, and the assurance we need.

We can now derive insight from the analysis of data we simply didn't have access to before.

## The Benefits

The advantage of the integration with Servicesoft is that it provides us with one compliance system, one login and one dashboard. This has made a huge difference to utilisation within the organisation.

When we first started to use the integrated systems and uploaded our documents we found that a high percentage contained errors, which we simply would not have found using our manual sampling method of checking.

Significantly reducing administration resource by eliminating the manual checking of documents and processing of jobs has enabled us to divert resources to the evolving demands of other compliance activities.

Servicesoft and TCW provide transparency between us and our partner contractors, keeping data and performance information in sync. There are no delays in getting the documents and data, and issues are resolved quickly. We have full sight of validated and queuing certificates with the ability to drill down into the history of any failures to see what was done to rectify it. We now have assurance that all loaded documents are valid and compliant. We can also take advantage of the extra data collected within TCW to derive further insight into asset performance.

Following a recent audit, using both software platforms simplified the auditing process. We could quickly and easily delve into any property the auditor wanted to look at, showing a transparency of working and assurance that we were doing everything we could to mitigate risk.

We can now derive insight from the analysis of data we simply didn't have access to before. It was impossible to see trends and inconsistencies, which can now be used to inform decision making and lifecycle planning.

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