

More jobs per operative per month

With dozens of operatives looking after over 8,000 tenanted properties and many corporate buildings, the City of Lincoln Council realised that their paper-based job scheduling system was inefficient. SunGard was appointed to introduce a new IT system using mobile technology to deliver flexible cost-effective job scheduling and reporting, improving utilisation and efficiency by more than 11%.



SUNGARD PUBLIC SECTOR

Client success story
City of Lincoln Council

Central visibility

SunGard designed a solution using leading applications, allowing a common mobile gateway structure to be built. Mobile applications were written specifically for the operatives' hand-held devices allowing synchronisation with custom-built databases in the data centre that can be interfaced to other systems. This central visibility provides the planning team with information to help them work smarter by allocating and re-scheduling jobs based on priority and visit status.

Upgrades are simple and painless and the platform allows City of Lincoln Council to develop their own mobile applications for other departments.

Labour efficiency

The City Maintenance Service is now fully mobile, with operatives carrying out more jobs per day leading to improvements in customer service and labour efficiency. Reporting, time keeping and monitoring of the operatives is now centralised enabling the better management of the team.

Benefits

- Non urgent repairs completed 44% faster
- 11% increase in urgent repairs carried out within Government time limits
- Improved labour efficiency
- Better customer service and satisfaction
- Central control



“It is so much better, we are able to schedule more jobs to be done in one day than we have ever been able to in the past.”

Mick Davenport, Project Manager,
City of Lincoln Council



The supplier of technology-driven effectiveness and efficiency to public sector organisations

SunGard Public Sector Limited, Methuen Park, Bath Road, Chippenham, Wiltshire, SN14 0TW
Tel: +44 (0) 8456 041999 Fax: +44 (0) 8456 042999
Email: info.ukolutions@sungardps.com www.sungardps.co.uk