

## YMCA Birmingham improve responsiveness, efficiency and traceability with Pro Pal



YMCA Birmingham provide accommodation and support to help vulnerable people towards independent living whilst also providing employment, training and work place experience through their social enterprises and employability projects.

### Chasing paper

Managing and maintaining accommodation across Birmingham was proving challenging with YMCA's existing systems. Maintenance Manager Gary Hughes explains: *"Our only functionality within Salesforce for maintenance tasks was to add notes to the address. We've got over 300 properties; we had to open each individually to see jobs and we didn't have a convenient overview. There was no mobile component so we had to print them out, then our maintenance operatives made handwritten notes which had to be typed back into Salesforce.*

*It was taking at least a couple of hours per week for each of them to type all that up. During busy times it could be a struggle for them to get back to a computer so our view in the office would always be out of date. They were carrying around folders full of paper and there was always a risk of them being lost."*



Gary Hughes, Maintenance Manager, YMCA Birmingham



### Finding the right partner

Gary knew YMCA Birmingham needed to ditch the paper and make their systems mobile. *"We spoke with a quite a few suppliers and liked the sound of what Pro Pal could do at the right price. Other systems had to be paid for up front, had a lot of functionality that wasn't relevant to us or lacked the flexibility to meet our needs. Pro Pal covered almost everything and the few bespoke parts we needed could easily be added.*

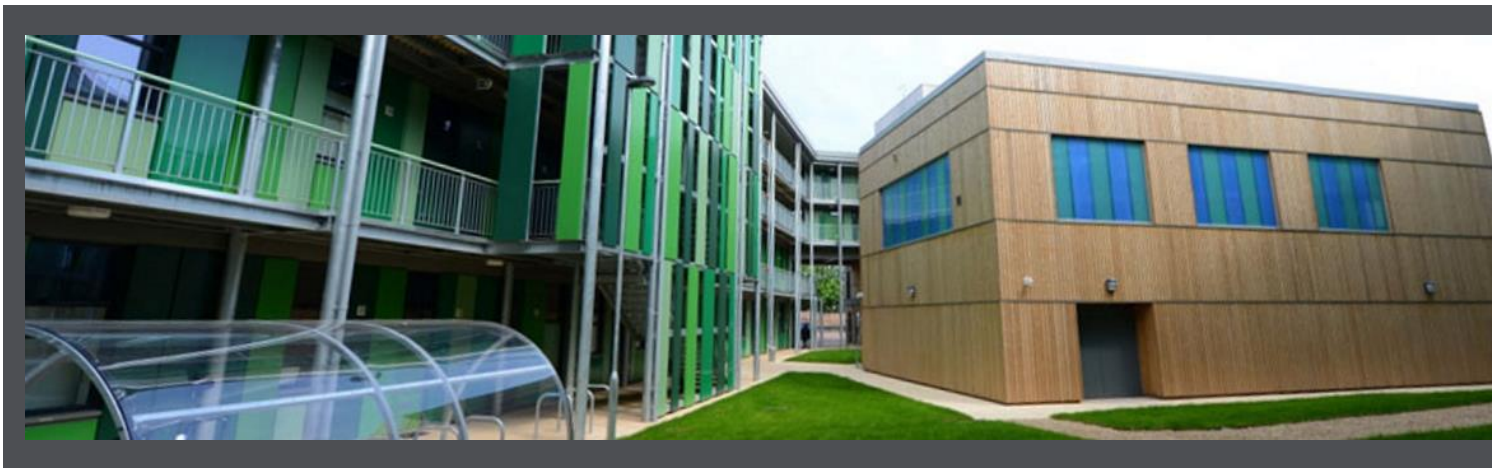
*We liked that Pro Pal was fully managed. Field Force handle the software, hardware, break fixes etc. It has all the things we needed to make the back office processes quicker without adding extra admin overhead from managing the system.*

*Deployment went well and the support is excellent. We can always give Field Force a ring if something happens out of the blue or we need a new drop down box. It gets done virtually instantly.”*

**“The support is excellent.”**  
– Gary Hughes, YMCA Birmingham

## Traceable and accountable

*“As a charity we need to be accountable both internally and to our external auditors.” Gary explains “Pro Pal ticks all the boxes and gives us that traceability. We can demonstrate that we are adhering to our policies without any extra effort to pull that data together. It shows that we are responding to our SLAs and at the end of the month it gives us percentages of the various targets that we are hitting.*



*With Pro Pal our operatives have to complete their health and safety checks before they can start the job; there’s a big list of questions. It’s good to have it there, they can back it up with photos and we know they can’t accidentally skip anything.*

*We were doing all this before but it was paper based, operatives would be going around with big wads of safety forms in folders which were difficult to reconcile back, now it’s all attached to the job by default.”*

**“It makes us more efficient.”**  
– Gary Hughes, YMCA Birmingham

## Scheduling efficiency

*“We’ve got properties are all over the city and different response levels for urgent, non-urgent and routine. Pro Pal allows us to plan around the location and urgency of the job for the most efficient routes and use of our people’s time. It makes us more efficient.”*

## A better system

*“The biggest improvement comes from having that live view.” says Gary “We’re more responsive. When we are asked a question; the status is right there in the system and we can answer right away.*

*With the old system we were waiting for the operatives to get back to the office or a desktop. Weeks would get dropped because they’ve left their notes left in the vans. Their figures would go askew. Its instant now, they enter the data it while doing the job.*



*The photos are a great tool, they are very easy to add to the job and they protect the operative. Occasionally a resident in rent arrears may try to counter that by saying that when our operative was in they broke their valuables. We can go back the photos to refute those claims.*

*Our operatives need the ability to create their own jobs because the issue on site is sometimes different than reported. Also residents often think of few more minor fixes after the main job. It makes sense to do them then and there but previously it was all going into the same job and that was time consuming to break apart in Salesforce. Also it meant our materials usage wasn't a true reflection of what was happening on the ground.*

*With Pro Pal, when they enter materials to the job it's automatically attached to a purchase order number. It shows up straight away in finance and that info can't get lost or delayed.”*

## The users' experience

How do the maintenance operatives feel about the new system? *“Pro Pal is a total positive for them.”* says Gary *“They really appreciate that protection element that documenting their work more thoroughly and including pictures gives them.*

*They can evidence what happened, how long it took them, where they were. No two jobs are the same so when a manager asks why something took longer than expected they can easily show why.*

*They are getting more complete information so they can plan better. They don't have to go across the city to collect what they need. It's all on the tablet so they know what they are going to; it's saved a lot of double trips. It all means they can work more autonomously.”*

**“Over the course of a week the operatives are saving half a day each.”**

– Gary Hughes, YMCA Birmingham

## The savings

So, how much time and money is Pro Pal saving? *“There are so many ways that it's hard to say but I know that over the course of a week the operatives are saving half a day each, just from the reduced travelling that comes from being better organised and having better schedules.*

*Not typing up the hand written notes is saving at least another couple of hours per week per operative.*

*It's also freeing up time for the housing staff by making information more readily available, they just have to log into Pro Pal to see exactly where we are at without having to ring round and interrupt our operatives' workflow.*

*Pro Pal has converted the time were spending on admin into more time spent supporting our residents.”*



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