



# HERBERT

250 years of innovative productivity solutions

case study



Customer  
service



Workforce  
productivity



Fully  
integrated

# Sevenside Housing

Enhancing Local Authority productivity and the customer experience



The wrong tool for the job can seriously hinder productivity. Herbert recently helped Severnside Housing, who were doing just that, with the specification and deployment of a new Honeywell Dolphin product, to ensure maximum workforce productivity and a dependable customer experience.

### The Problem

Severnside Housing is one of Shropshire's largest social landlords, and currently owns and maintains more than 5,300 homes in Shrewsbury and the surrounding areas. They are a not for profit company that exists to provide affordable housing and services to support the tenants who live in their homes.

The mobile workforce at Severnside were using non-ruggedised consumer PDA devices, which were then installed with Capita housing management software for mobile workforce management and productivity, but these PDA devices were ageing, unreliable, prone to damage when out in the field, and did not represent the best tool for the customer experience that Severnside Housing expected tenants to receive.

### The Solution

To ensure the utmost customer service and workforce productivity, Severnside Housing decided to replace their existing estate of consumer devices, and contacted Herbert for their advice.

Following a detailed review of business operations and requirements, Herbert detailed the significant productivity gains that could be achieved with the new and

fully ruggedised Dolphin D6000 Scanphone. This Honeywell device would fully facilitate and streamline mobile workforce activity, and crucially, would be easy to operate by staff with a proven reliability record, whilst being more than capable of running Capita housing management software.

The Capita Housing solution is a system designed to manage all aspects of social housing, aiding

increased efficiency, and of course an enhanced customer service, by facilitating easier access to information, thus allowing flexible service delivery.

A detailed trial ensued to prove reliability and performance gains. Severnside were delighted with the trial results, and moved forwards with a managed roll-out of the Dolphin D6000s to the Severnside mobile workforce.

Ian Pritchard, IT Manager at Severnside Housing said:

*“Herbert provided us with an excellent service throughout this project. They gave us loan devices and honest independent advice on our options and when we decided on the device we wanted, they sourced it for us at a very good price and deployed. I would have no hesitation in using them again in the future.”*

Honeywell is one of the World's leading mobility device providers, and has worked with Herbert for many years in the UK, collaborating on skills and experience to enhance workforce communications and aid operational business efficiency within businesses such as Severnside Housing. As a result, Herbert is a Top Level H1 Partner and is ideally placed to help organisations with the specification, roll-out and on-going management and servicing of mobile workforce solutions.