

Streamlining Maintenance, Delivering Happier Customers:

How Hillcrest Maintenance achieved a 50% increase
in daily completions with ServicePower.

Hillcrest Maintenance

Hillcrest Maintenance, a leading provider of maintenance services and a subsidiary of Hillcrest Homes, specializes in a diverse range of contracts including planned maintenance, repairs, and installations. Committed to delivering exceptional customer service, Hillcrest Maintenance prioritizes customer satisfaction in all aspects of their maintenance works, ensuring a high-quality living experience for residents.

Challenge

As Hillcrest expanded its portfolio, it faced a surge in work orders, encompassing both planned and daily reactive repairs. Managing this growing workload with traditional paper-based systems proved inefficient, leading to scheduling issues, delayed responses, and potential resident dissatisfaction.

Hillcrest Maintenance required a system to effectively navigate these work orders based on specific criteria including creation date, travel distance, and technician availability.

Solution

To address these challenges, Hillcrest Maintenance implemented ServicePower's Scheduling solution. The solution transformed their operations by:

- **Automating dispatch:** Eliminating manual paper-based processes and assigning tasks automatically to technicians' mobile devices.
- **Optimizing resource allocation:** Matching repair needs with available technicians based on skillsets and location.
- **Enhancing communication:** Providing real-time updates to residents and streamlining communication between technicians and the dispatch team.

"Since implementing ServicePower more than a decade ago, our scheduling process has become significantly more efficient. We've seen a dramatic improvement in response times and daily job completion rates, which has led to a consistent increase in resident satisfaction. ServicePower has given our planning team the tools to schedule maintenance for Hillcrest properties in a productive approach."

– James Thomson, Head of Hillcrest Maintenance

Results



50%

increase in daily
job completion rates.



~ £24M

in additional annual
revenue.



96%

customer satisfaction
rating for 11 consecutive
years.



Faster

response times for
emergency calls to attend
within a 4-hour window.

Request a Demo