



APD keeps trades moving at North Ayrshire Council

Innovative approach brings improvements in housing condition and efficiencies

23 November 2006 - APD, the UK's leading mobile information specialist, is supplying mobile data technology to North Ayrshire Council to help it cut costs and increase the efficiency of its mobile trade operatives, including plumbers, electricians and joiners. Trade operatives provide vital services to council tenants across the region, and APD's Mobile Information Platform (MIP) has been adopted in order to improve the service North Ayrshire offers and, consequently, improve housing conditions in the area.

Before the introduction of the new electronic job despatch solution, trade operatives were forced to make regular trips to a central council location in order to update paperwork, report on completed tasks and learn about new ones. They were also required to complete a significant amount of paperwork to request and receive new stock. This inefficient system will now end, as full task details can be sent directly to them via Panasonic toughbooks, using a GPRS wireless connection, and their reports can also be completed while on the move. Similarly, details on their stock levels are automatically updated on ROCC's Uniclass Enterprise System so that when they do report back to base their stock will be ready to be uploaded from the store immediately.

APD's MIP mobilises North Ayrshire's work order system, Uniclass Enterprise software, ROCC's repairs and maintenance systems for the social housing sector.

The solution features a high level of automation, meaning that operatives do not have to complete time consuming and repetitive paperwork for every task completed. This is essential for emergency repairs as new jobs can be allocated in real-time, operatives can be deployed immediately with all the job details in hand. The completed jobs are automatically updated electronically, in real-time allowing the council's buildings department to invoice its clients faster and more accurately, improving its cash flow.



Bureaucracy is similarly reduced, allowing the administrative staff and managers to focus their efforts on directly improving services for citizens.

“The electronic job despatch solution from APD has gone down very well with operatives,” says Karen Sillars, Head of Building Services at North Ayrshire. “It makes their lives easier and allows them to get on with the repairs and improvements that are so essential in the area. The system is so user friendly that they required little training before getting on with the job, and the Service is keen to see the solution rolled out to additional operatives. From the council’s point of view, our operatives are out in the field for a much greater proportion of their time, which makes us much more effective and efficient.”

North Ayrshire has set itself the target of extending the solution to more than fifty operatives by the end of the year.

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About APD Communications:

APD is a specialist provider of proven Mobile Information, Resource Location, Tracking and Control room solutions. With over 20 years experience in delivering mission and business-critical incident despatch, fleet management and communications applications, solutions are fine-tuned for the specific needs of Public Safety, Local Government, Contractors, Security, Transports and Utility markets.

For more information please visit: www.apdcomms.com



About North Ayrshire Council

North Ayrshire (Sìorrachd Inbhir Air a Tuath in Gaelic) is one of 32 unitary council areas in Scotland. The mainland portion of it lies in the traditional county of Ayrshire, and borders onto the regions of Renfrewshire, East Ayrshire, and South Ayrshire. It also contains the Isle of Arran (in the traditional county of Buteshire) and some other islands of the lower Firth of Clyde, including Great Cumbrae and Little Cumbrae.

For more information please visit: www.north-ayrshire.gov.uk/

About ROCC

Uniclass Enterprise (UE) is ROCC's software solution for the repairs and maintenance function within the social housing sector. UE is a technically advanced and integrated solution that encompasses the entire business – from contact management through to financial reporting and from strategic planning down to individual service delivery.

Powerful and flexible, UE is designed and built for internet, intranet and mobile data platforms and secure high availability servers – delivering complete functionality when and where it is needed.

ROCC has been one of the UK's leading providers of ITC solutions, services and consultancy for over 30 years. The company has offices throughout the UK offering nationwide capability with local support.

For more information please visit the web site at www.rocc.com, call 01273 274713 or email marketing@rocc.co.uk