

Announcement – The Launch of Handheld Devices

MODern Housing Solutions (MHS) has started to roll out Personal Digital Assistants (PDAs) to the Embedded Supply Chain across the Housing Prime Contract after a successful pilot in the West of the country.

The GPRS-enabled PDAs, will automatically receive work instructions and will be able to electronically return job updates and closure information. The PDAs will also allow the Helpdesk team to view 'live' progress of works, will help cut repair times, minimise Missed Appointments, and drive "First Time Fix". All Operatives, whether they are dealing with Response, Pre-Planned or Void Maintenance, will be equipped with these devices.

By deploying a mobile data solution, MHS expects a number of benefits, including the improvement to the service to customers, minimising disruption for occupants, reducing the number of visits by trademen to the office to pick up job information and reducing the amount of paper used in processing work.

Operatives are receiving extensive 1:1 training and support with the PDAs 'going live' across the Contract as follows:

- West Zone – Friday 20 February 2009
- South-West Zone – Friday 06 March 2009
- South East Zone – Friday 13 March 2009
- London Zone – Friday 20 March 2009
- East Zone – Friday 27 March 2009
- North Zone – Friday 03 April 2009



The Personal Digital Assistant

The Housing Prime Contract comprises of one of the largest single housing repairs, maintenance and investment programmes in Europe. The roll out is the next, but not final key stage of the use of hand held technology as MHS fully intends to support this with further development and enhancement.

Monday 23 February, 2009