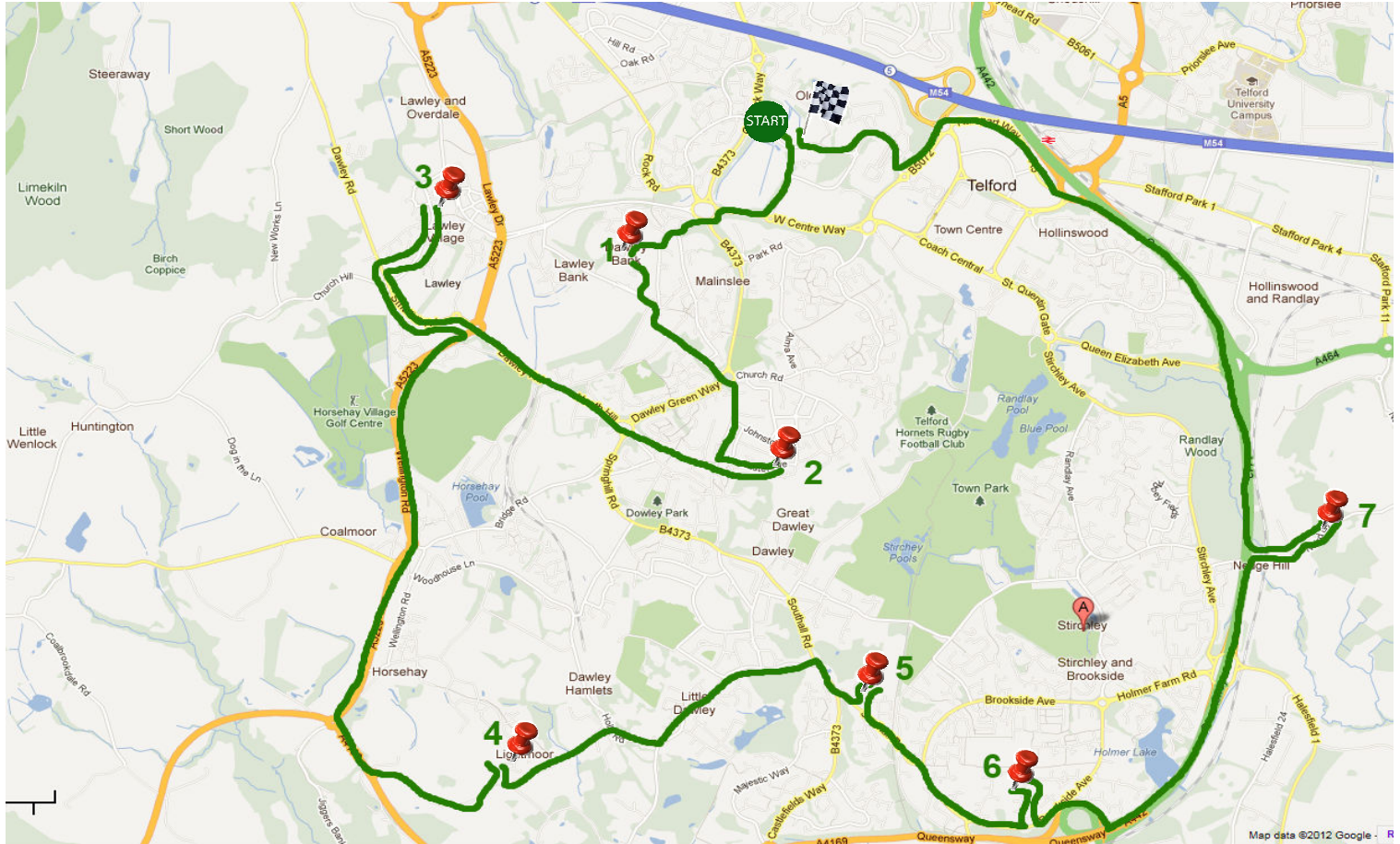


HAND-e-BIZ

“Making a material difference to your productivity”

Productive organisations expect high performance from their Trades Operatives in the field, this translates into ambitious daily work schedules, a typical optimised *Response Repairs* route plan looking like this



Destinations based on actual post coded locations and journey times and distances calculated by RAC route planning

Work plan estimating calculation;

- 1/ 8 hour working day
- 2/ travel as mapped: **16 miles** urban – **MAX 1 hour**
- 3/ job completion time; all jobs estimated at one hour - **7 hours** work content

KEY ASSUMPTIONS:

Lost time, trade counter visit travel; **0 hrs, 0 mins**

Lost time, trade counter turnaround; **0 hrs: 0 mins**

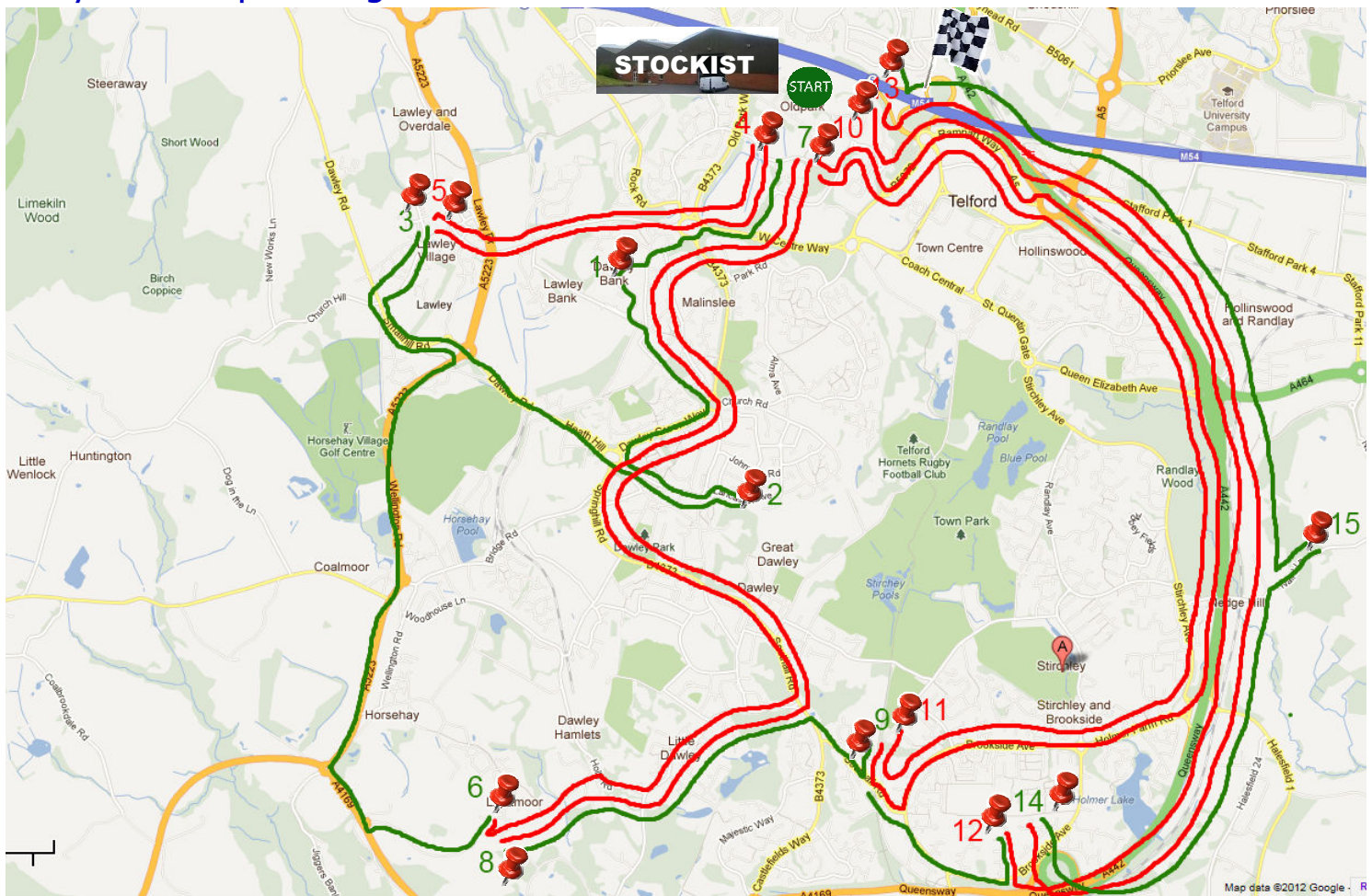
Calculated fuel cost: **£4.00** (assumes £1.40/litre)

Hand-e-Biz

- ***Informs the optimum vehicle materials holdings to best meet route plans***
 - ***Orders these materials automatically***
- ***Captures usage of van stock through the Operative's PDA***
- ***Provides full management visibility on Operative compliance***

(please turn over)

Without effectively managed van stocks AND a ready means of monitoring and driving their usage, your **actual performance** against the carefully laid plan is likely to end up looking more like this



Destinations based on actual post coded locations and journey times and distances calculated by RAC route planning

Everything in red is avoidable through tuned vehicle stock holdings!

The above schematic charts a typical scenario with an Operative managing to deliver just under half his scheduled repairs solely through van stocks, the others necessitating trips to and from (red lines) the trade counter.

PLAN WRECKERS:

1 hour lost productivity, travelling to/from the trade counter for materials and parts because these were not held on the van.

30 minutes further lost productivity, counter turnaround time for the 4 visits ...

TIME THAT WAS PLANNED TO HAVE BEEN SPENT IN YOUR TENANTS' HOMES

Actual delivery plan resource consumption:

1/ travel as incurred: 43.66 miles urban – 2 hours (almost treble the mileage!)

2/ travel and job completion time 9.5 hrs - 1.5 hours overtime paid **£35**

3/ Fuel costs: **£11.00** (more than doubled!)

Imagine this effect across your entire workforce!

But first some reality checks:



Overtime will not remedy the problem,

It offers a basic means of estimating the cost of lost productivity. In reality, though your planned routes are a series of promises, to attend at an agreed date and time - the only way to avoid breaking these promises is to switch work to other Operatives, destroying their routes in the process.

Fuel wastage will be much worse The destruction of route plans sets in a chain reaction, you lose control and trades are running here, there and everywhere in what becomes an exercise in damage limitation.

Our worked example is far too optimistic!

The stores outlet just happens to be within close proximity of this particular Operative's route plan - not everyone can be so fortunate - the impacts will therefore be geared against this increased distance!

Extending the effect of our example across a workforce of 80 trades;

(fuel calculated at £1.40 a litre, overtime at time and a half £35/hour)

<i>Waste/Operative</i>	<i>Daily</i>	<i>Weekly</i>	<i>Monthly</i>
1 gallon of diesel:	£504	£2,520	£10,080
1.5 hours catch up overtime:	£2,800	£14,000	£56,000

The annual extrapolation (based on 221 working days) is a staggering:

Wasted fuel costs: £111,384
Paid overtime to offset lost productivity: £618,800

The remedy to this is HAND-e-BIZ — in this example you would recoup your implementation costs in the first month!

Read on for details and a glimpse of the power of this incredible productivity tool ...

HAND-e-BIZ

“Making a material difference to your productivity”

In our drive for constant improvement and efficiency we have created a number of purpose built software products in support of this. Hand-e-Biz is the culmination of years of research and collaborative working with renowned national Builder's Merchants, Travis Perkins, in order to bring a truly 21st Century approach to the delivery of the repairs service; completely paperless using modern, “ecommerce” principles.

At the heart of Hand-e-Biz is a powerful business application which provides all of the necessary functionality to manage materials requisitioning, personalised vehicle stocks, and associated financial reconciliation, including automated invoice payment approval and outbound interface feeds to your corporate financial accounting systems.

The system provides an open interface to PDA applications so that materials usage can be captured against jobs at point of usage by your Trades Operatives out in the field. Our own mobile repairs solution, **Hand-e-Work**, makes the fullest use of this facility.

The system is coupled with a versatile “Management Information Dashboard”, some example screens from which are given overleaf, and which equip you with the means of determining the optimum stock holdings to best service repairs in the field, facilitate these through Hand-e-Biz, and ensure that staff are using these to the full.

Simple graphical displays betray a sophisticated management information tool - enabling you to “drill down” to access all of the details you require to inform decisions and cement performance.

The data that drives this system is COMPLETELY FREE OF CHARGE, as it is captured as a by-product of the electronic trading model, derived directly from Travis Perkins' point-of-sale system.

You have seen here the substantial cost penalties of utilising vehicles where the stock holdings are not sufficiently tuned to your needs and/or your operatives have no sense of obligation to use them. Hand-e-Biz solves both of these dilemmas.

Come to our stand at In-Motion 2012 and we will show you more or contact Lawrence Gardner on 01952 217071, or e-mail lgardner@wrekinhousingtrust.org.uk

HAND-e-BIZ

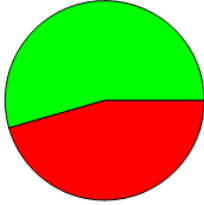
Answers all of the important questions:

1. Show me how close a fit to our needs are our vehicle-held stocks:

For my entire workforce;

Select ONE of the following:

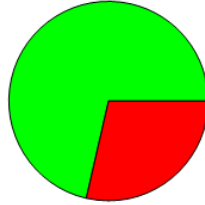
Team
Employee
Trade
Products



For a chosen single trade discipline;

Select ONE of the following:

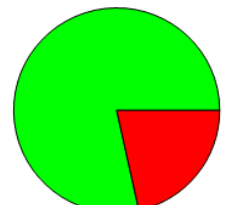
Team
Employee
Trade
Products



For a chosen Operative;

Select ONE of the following:

Team
Employee
Trade
Products

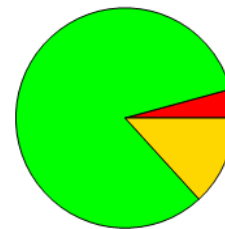


2. Show me if my Operatives are using their van stocks whenever possible:

Select ONE of the following:

Team Employee Trade

- Used off the van
- Issued at the trade counter, unavoidable
- Issued at the trade counter, avoidable



last 6 months

3. Show me which products, if added, could make the biggest improvement;

Top 50 commonly bought portable products that are NOT part of van stock since 2011/09/01
Employee: 012575

ProductCode	ProductDesc	TotalOccBought	Rank
656773	UNION J2X18-SC-BB EURO DOUBLE CYLI 74MM	32	1
368518	4TRADE HEAVY DUTY RUBBLE SACK RL/10	10	8
284149	GOLD / BLACK LETTERBOX	9	9
656775	UNION J2X18-SC-DD EURO DOUBLE CYL 90MM	8	13
672097	VISQUEEN HEAVY DUTY RUBBLE SACK RL/10	4	18
116088	BIG WIPES INDUSTRIAL PLUS+ 80 WIPE TUB	4	18

Lists the most frequently used products, not currently held on the van, informs stock additions - the top six recommendations listed here have necessitated up to 67 trade counter trips in the past, a need now obliterated in an instant.

4. Show me any violations where the counter has been used for a van held item

Counter visits for van stock items since 27/02/2012

Employee	EmployeeName	NoRedVisits	NoRedProds	Value	IssuesofRedProds	TotalIssues
014162		1	1	17.62	0	2
185165		1	1	3.52	0	11
185276		1	1	28.20	0	12
GAS003		1	1	11.32	0	3

Enables managers to challenge and drive out unproductive behaviours.

All charts and reports have full drill down to transactions and electronic document view of the related Goods Received Notes