

# Sweep Up



## The Challenge

Leading housing organisation, Stockport Homes were looking to radically alter the way it manages it's housing estate whilst keeping it's proud tradition of maintaining it's estates, green spaces and communal areas to an exceptionally high standard and addressing "the day to day frustrations users and managers have had with legacy manual processes"

## The Solution

Sweep Up offers a number of functions designed to help improve the facilities management of all it's clients.

- ✓ Problem reporting: SweepUP gives your customer the ability to report an issue in seconds. Customers can type a short description, take one or more pictures or videos and submit the issue instantly. Estate caretakers, cleaners and managers are notified and know exactly what to do instead of trying to guess what the customer needs.
- ✓ Estate caretaking and cleaning instructions: SweepUP helps estate caretakers and cleaners understand what needs to be done and what the expectations are for the location they are servicing.
- ✓ Language translator: SweepUP's Language Translator supports over 100 languages, employees can select their language of preference for their messages and notifications.
- ✓ Time tracking: Accurate time keeping will help you be accountable to your customers and will help you manage your business efficiently, without waste, by ensuring estate caretakers and cleaners are accountable to you.
- ✓ Check in with a tap!: Signing in and out with the mobile app is a breeze. Estate caretakers and cleaners can use the mobile app to check in and out. Estate staff can click the "Map It" function to help them know where they need to go.
- ✓ Scheduler: Scheduling caretakers and cleaners to single or multiple locations is simple and fast. Managers can create shifts with start/end times and assign estate caretakers and cleaners. With the web app scheduler it's easy to identify what locations do not have an estate caretaker and cleaner scheduled, to ensure you are covered at all times.
- ✓ Supply management: Knowing what supplies are needed, what has been fulfilled and what still needs to be delivered can be time consuming and frustrating. SweepUP makes supply management easy. When supplies are low, you'll receive a notification and e-mail with a list of needed items.
- ✓ Dashboard: If you can't measure it, you can't improve it. SweepUP provides you with trends over the last 30, 90, 180 and 365 days for each location to help you see the big picture and understand how your team is performing over time. The action board is a real-time management tool that gives you a snap shot of all open complaints throughout your organisation. By drilling down to the details of any location you will be able to identify where your most challenging locations are and that estate's team performance. The SweepUp "Check in Map" tool gives you a real time visual RAG rating view of all your locations.
- ✓ Inspections: SweepUP provides your managers with a powerful and easy-to-use tool to post-inspect your estates and communal areas, including real time notes and photos meaning frontline staff get direct performance feedback. Inspections are easy to create or organize and can be as detailed as you need them to be, to ensure total satisfaction for your customer.

## The Results

Since the introduction of Sweep Up, John Chambers, Head of IT at Stockport Homes, has said "We have been very impressed with some of Sweep Up's added value functions and in particular how easy it is for users to use". He also mentioned the "potential to apply this solution to other part of Stockport Homes wider business, where routine assessments need to be carried out and real time visibility of issues can be reported and addressed"

Steve Lamb, Housing Support Pro's ICT Director, added "We are pleased to be working with Stockport Homes as we believe that Sweep Up has the ability to help improve Stockport Home's facilities management and all for £3 per month per user!"

## For more information contact:

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