

CUSTOMER STORY

Paradigm Housing: Right information. Right parts. Better repairs.



PartsArena is a really useful tool when maintaining gas boilers. It's helped us improve our system no-end and that's great news for everyone concerned.

Nick Bowden
Paradigm Housing

WHEN YOU'RE MAINTAINING HEATING SYSTEMS ACROSS ALMOST 30,000 HOMES, IDENTIFYING THE RIGHT PARTS QUICKLY AND ACCURATELY MATTERS – FOR YOUR ENGINEERS, YOUR OPERATION AND YOUR RESIDENTS.

Paradigm Housing, now trading as SettleParadigm following its merger with Settle Group, manages almost 30,000 homes across Buckinghamshire, Hertfordshire and Bedfordshire.

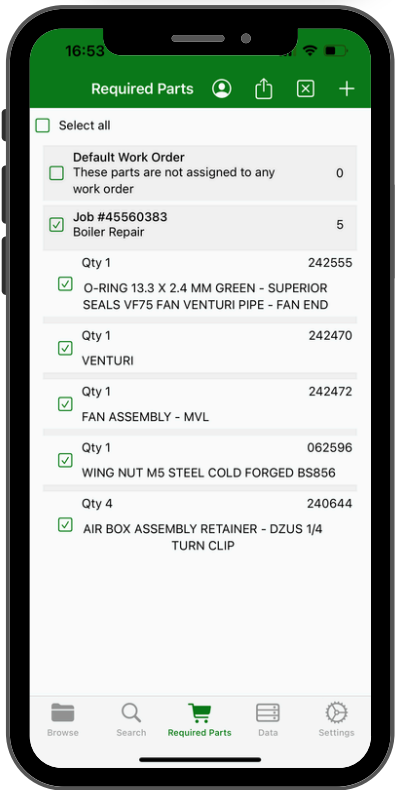
Responsible for heating servicing and maintenance across a growing property portfolio, Paradigm equips its field service engineers with PartsArena Pro, giving them quick access to trusted technical information, exploded diagrams and accurate parts data at the point of repair.

Once the required components have been identified, engineers can use Required Parts within PartsArena to create a list of the parts needed for the job and share this with the office or supply chain. For Paradigm, this provides a simple and consistent flow of information between engineers, the central administration team and Wolseley.

We asked Nick Bowden from Paradigm Housing how this works for them.

“Our engineers order parts via the PartsArena Pro app. Everything can be added to the pick list with a click. From there, it’s easy to press the ‘share via email’ button. This sends an email to the central admin address in our office. It includes the job number, UPRN, and the address where the part is needed.

Within the hour, Wolseley reply with availability, which is added to the job appointment. Wolseley rarely query the information sent to them from the PartsArena Pro app because it’s kept so up to date,” he said.



This streamlined process creates a straightforward flow of information between the engineer, Paradigm's central administration team and its supply chain, helping reduce administration and support a more efficient repair journey.

Nick added: "This method gives us one line of communication between the engineers, the office, and our supply chain. All parties know exactly what's happening through just one email.

"After a same-day response from Wolseley, we can arrange a repair visit with our customer. They're not left in the dark wondering when their boiler will be fixed. And 95% of the time, we turn up with the right part to ensure a fix.

"From improving our ordering system, we deliver better service whilst gaining operational efficiencies ourselves."

Giving engineers quick access to accurate appliance and parts information helps support a more consistent and efficient repair process. For Paradigm, that means less time spent identifying and clarifying parts, a straightforward flow of information between engineers, the office and supply chain, and fewer avoidable delays for residents.

"PartsArena is a really useful tool when maintaining gas boilers. It's helped us improve our system no-end and that's great news for everyone concerned," concluded Nick.

BETTER INFORMATION. BETTER OUTCOMES.

Discover how PartsArena can support more consistent and efficient heating repairs across your organisation.



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