

CUSTOMER STORY

Paradigm Housing use
PartsArena 'part sharing' with
Wolseley for faster parts



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Nick Bowden Paradigm
Housing

WHEN YOUR ORGANISATION HANDLES SO MANY HEATING PARTS, DEVELOPING A SLICK ORDERING SYSTEM IS CRUCIAL – FOR YOUR PERFORMANCE AND YOUR CUSTOMERS.

Paradigm Housing is one of the leading housing providers in the South East. Building new homes for rent and shared ownership, the business manages 15,000 houses across 30 local authorities.

Responsible for boiler servicing and maintenance, Paradigm Housing arms its field service engineers with PartsArena Pro, ensuring the right part first time is standard.

To enhance Paradigm Housing's job process, a logical step was to utilise 'Required Parts' in PartsArena. A feature that allows engineers to create a parts list in the app and then share with their stockist or office.

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 Required Parts 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 is something many organisations are

looking to achieve. It's faster and keeps administration time to a minimum.

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."

Could it be better still?

Yes, of course.

Looking to improve on 95% accuracy, Nick suggests more parts images within the app would help to confirm identification in complex situations. As PartsArena is constantly evolving, you can be sure this is on our 'to do' list now.

"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.

To find out more about PartsArena, and the Required Parts feature, please contact us on 10332 253150 or see the [Required Parts Video](#)



For more information on PartsArena www.partsarena.com

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