

Client Profile

MITIE Scotgate

Thousands of residents nationwide are beginning to experience the full effect of a cutting edge customer service management solution created by MITIE Scotgate in alliance with partner RedSky IT. The introduction of this comprehensive utilities and infrastructure software management package is set to revolutionise the running of management companies.



The Annington Homes & MITIE Scotgate partnership

Support and building services contractor MITIE impressed Annington with a three part visionary solution that demonstrated a practical and effective approach to problems commonly associated with running resident management companies (RMCs). The contract, awarded last year, sets out to deliver improved customer service, in conjunction with running RMCs, for the owners of properties that have been bought from Annington. With the final stages of software implementation now complete, nearly 15,000 residents will soon benefit from improved communication, visibility and traceability of maintenance work on their sites.

An RMC is a necessity on the ex-MoD Annington sites as they come with private amenities and utilities which are not adopted by a local authority. Annington appoints a Managing Agent to deal with the responsibilities of running each RMC, including management of company accounts, full administration and maintenance of communal areas and utility services, as required. John Pettifor, Managing Director of MITIE Scotgate, comments: "We demonstrated to Annington that we could offer improved visibility and traceability of maintenance work scheduled for their sites. We could only achieve this by utilising software



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Sector - Facilities Management	Founded - 1987
Employees - 150	Turnover - £20 million
Solution used - Summit Service Management & Informate	

About RedSky IT

RedSky IT is a market leader within Construction, providing IT solutions to over 1500 companies including 40% of the top 100 contractors, 14 of the top 50 AEC consultants and many hundreds of small and medium sized businesses. With over 30 years' experience, we offer a complete portfolio of software solutions to help construction, contracting, house building and professional services firms manage their operations.



from RedSky IT which offers every single property owner access to live site information via a website. This was a key element in our successful tender for the contract.”

For the first element of the solution, MITIE chose the Summit Service Management product from RedSky IT. The solution provides MITIE Scotgate with a call centre application for taking and managing all resident calls. Summit provides MITIE with a tool to improve the process of managing thousands of jobs each month and ensures that all tasks are completed within set service level agreements and that billing to the specific RMC occurs automatically.

Neil Oakey, Project Manager at MITIE Scotgate enthuses: “The Summit software ties the whole service together for us. We take the calls 24/7 from residents and log them onto the system. We use Summit to track works through to completion and when each job is completed the software is used to invoice our clients. It also helps manage and schedule the proactive work such as garden and road maintenance. We can now review the whole Annington contract and ensure that we continue to meet the service level agreements in place.”

Secondly, MITIE worked with RedSky IT to deploy a secure extranet website to display information about each site and copies of the service contracts on each Annington “neighbourhood”. Using the Informate product, MITIE can offer each resident secure access to information such as their service contract details, upcoming development news for their area and most importantly they can review their calls logged for any maintenance tasks on their site. This self-service approach means that already MITIE has begun to experience less calls to its support desk and residents have access to up to date information on when jobs are to be carried out. The information displayed comes directly from the Summit maintenance solution so it

gives residents a real-time view of current call status. MITIE can also choose to offer sub-contractors and other third party suppliers, such as solicitors and estate agents, access to log onto the site for relevant information.

The third element of the solution is the development of the public website to promote the Annington/MITIE Scotgate partnership and the housing “neighbourhoods”. RedSky IT provided its Informate Content Management tool so that both MITIE Scotgate and Annington staff could easily and simply create or upload website content and publish it using the built-in admin tool. When people visit the website they are able to view the plans and drawings of the sites, look at the local community activities and facilities that are in place.

The Annington /MITIE Scotgate project is an example of effective implementation of technology that provides real benefit to the end user. It allows MITIE to control its service management process, ensuring that Annington’s service level agreements are met and ultimately improving the customer service that the residents receive.

Nick Vaughan, Commercial Director of Annington: “MITIE Scotgate are on course to deliver an enhanced service to our residents by using this innovative software. Additionally it allows us, as the client, the ability to be able to review important project data at any time and ensure MITIE continues to deliver an improved service.”

Mark Chambers, Managing Director for the RedSky IT Construction division says: “This is a first for us in the construction sector. We took two market leading solutions and brought them together to provide a competitive advantage for MITIE, which helped them win this sizeable contract. This high profile project is a clear example of using technology not just to automate business processes but to enhance customer service levels using a self-service web tool.”