



Minorplanet Promark Accord

Case Study

Promark Accord

Promark Accord provide housing maintenance and repairs primarily for local authorities and housing associations. They are based in Milton Keynes and cover the South and Midlands areas.

Promark Accord has been in operation for over 15 years and employs 140 people, the majority of whom are engineers working 'in the field'. Jobs can be anything from fixing a window to complete refurbishment projects, eg kitchen or bathroom.

The company had two related challenges – reacting efficiently to maintenance calls 24/7, whilst also maintaining the security and integrity of their vehicles and drivers.

Resource Director, Darren Kennedy, has been with Promark for 6 years and, as part of the senior management team, is focused on change management and strategic development.

“We are a reactive maintenance company. Minorplanet allows us to make best use of our resources, our call staff to respond quickly to calls and become more productive”
Darren Kennedy

“We had 3 vehicles stolen in a 9- month period, containing both materials and the engineer’s own tools, creating a big problem”.

The company approached 3 suppliers for tender of a vehicle management system. Minorplanet’s system was chosen because they adopted a consultative approach which continued into a trial and full implementation. Darren cited professionalism, support and a product tailored to their needs as other contributing factors.

An open dialogue was maintained with the workforce during the evaluation and implementation period to ensure their acceptance. This gave the company an opportunity to communicate the benefits as well as address the ‘big brother’ fears.

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“The fitting of the system went very well. Minorplanet’s engineers were very good as well as flexible and understanding, as the vehicles were not always available in the location.”

Above all Darren feels that he has received a professional service which was tailored to their needs and fitted around them at all times.

“Two vehicles were fitted with Minorplanet units covertly as a trial for the fleet. One was actually stolen. Within 10 minutes we were able to recover the vehicle with no damage and no tools missing. Had it not had Minorplanet’s system we would surely not have been able to recover it”.

“In addition, productivity has increased by around 15%.”

“We are a reactive maintenance company and, as such, Minorplanet allows us to make best use of our resources. This has enabled our call staff to respond quickly to calls and become more productive in terms of managing the workload of the operation”, continues Darren.

The system has also led to more consistent time sheet entry. Disputes regarding customer site visits are also dramatically reduced: “We can simply run visit reports off the system which seems to stop complaints very quickly”. Private driver mileage is also easier to identify, leading to savings on fuel bills.

The company has recently moved to Minorplanet’s web-based VMIgreenlight™ product, which Darren states is “easier to use, simpler and quick, because of the live tracking facility. VMIgreenlight has been very well received, even by our engineers”.

With legal changes due next year, Darren is not entirely sure how these will affect the business, but he is confident that with VMIgreenlight™ in place he will be able to keep abreast of the changes and make sure the business complies with regulations and tax law.

Darren now regards VMIgreenlight™ as an integral part the fleet operation and allocation of business at Promark Accord.