

Karbon Homes Case study

Digital transformation with Advanced's Field Service Management software

About Karbon Homes

Karbon Homes builds, manages and looks after affordable homes for people across the North. Its aim is to give all customers the strong foundations they need to get on with life.

Since its formation in 2017, Karbon has focused on delivering its three strategic aims - to provide as many good quality homes as it can, to deliver excellent service to its customers, and to shape strong, sustainable places for its communities.

Its footprint covers the North East of England and Yorkshire, with almost 30,000 homes across diverse communities, all facing different opportunities and challenges.

Karbon believes that by combining a sound business head with a strong social heart and staying true to its values, it can build strong foundations for even more people.



Karbon Homes Advanced experience

As Karbon Homes started to expand, their needs grew significantly too. A system upgrade was inevitable, to help them organise and schedule the increased workload across the geographic spread of their properties. When searching for a new software solution, they were looking for an already established system that had experience across various industries. It would need to easily integrate with what they were already using, and bring about efficiencies like reduced fuel/time wastage. After careful research and consideration, they adopted Dynamic Resource Scheduler (DRS).

“Prior to using DRS we had manual scheduling, and every trade colleague would get frontloaded with 20-40 jobs. They had to organise the workload effectively and plan the routes themselves. DRS took that responsibility away from our colleagues, and also reduced fuel costs/time loss.”

As the organisation grew, missed appointments became an issue, so they installed the Operative On Way module, which provides real-time messaging between our colleague and the customer.

“Once we saw that Operative On Way was available, we saw an opportunity. It helps us to maximise our productivity, whilst reducing the number of missed appointments too. All these combined improvements have really benefited us as a company.”

We're happy to support Karbon Homes, and empower their teams to deliver the most efficient and effective customer service possible.



“We've grown, our needs have increased, and we've been relying on Dynamic Resource Scheduler more and more. It's rare for things to fall into black holes when using DRS.”

Duncan Stevenson, Housing and Finance Systems Manager,
Karbon Homes

Why Dynamic Resource Scheduler (DRS)?

“DRS was an established system, and a lot of reputable companies already use the product. Also, the flexibility of the software (and the way it integrates with our existing systems) had a big impact on our choice.”

Working with the Advanced team

“There was plenty of support as soon as the software was implemented. Now we're having regular meetings with our account manager. He and the support team are excellent, and incredibly knowledgeable. I find that we get really good support.”

Would you recommend DRS?

“To anyone looking for a scheduling system, yes, I would, without hesitation. Because of its flexibility and additional modules. Text messaging, Operative on Way, Info Suite, they've all been well received and well used by the business and our customers.”