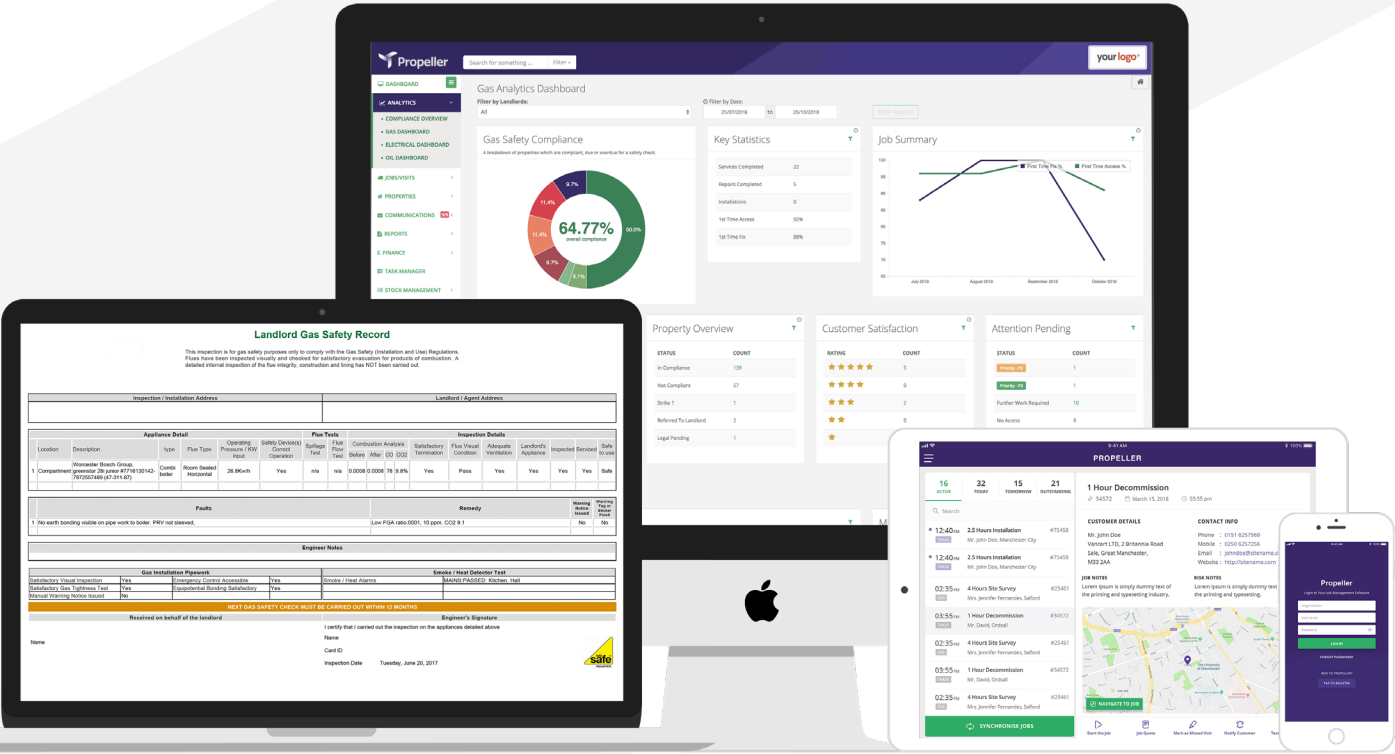




Workforce Management
& Compliance Solutions

Take Control of
Jobs, Compliance
& Performance



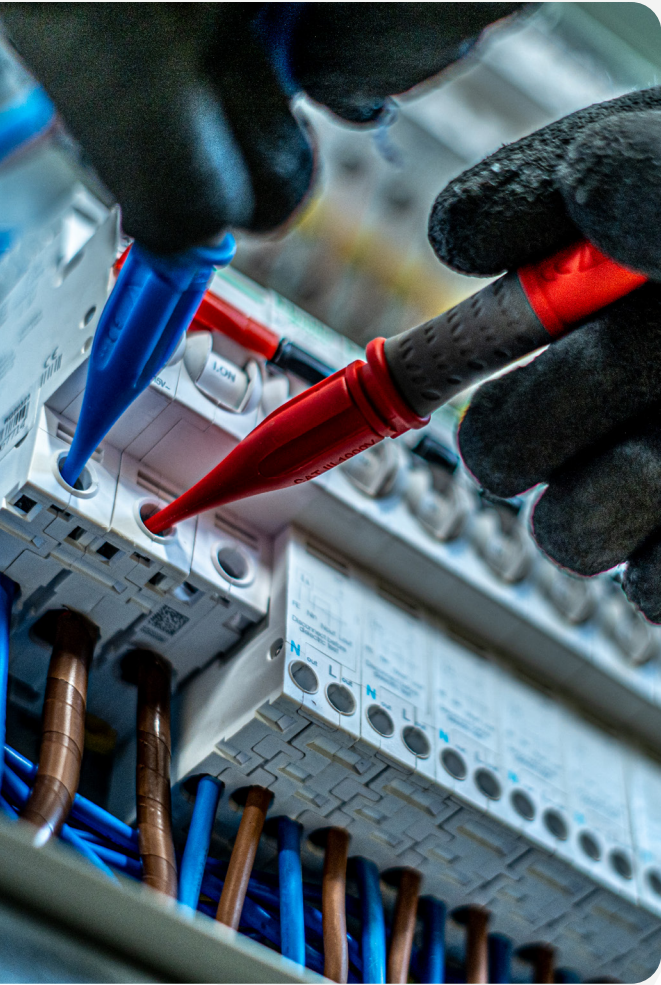
Cloud-based job management and compliance software tailored for contractors

Designed with contractors in mind, our technology:

- Reduces administration and improves customer satisfaction through automated scheduling, communication and documentation.
- Provides real-time insight with actionable data and reporting.
- Improves visibility, control and consistency, supporting customer retention and growth.
- Simplifies compliance tasks, helping you meet the latest regulations.
- Integrates seamlessly with existing systems.

Contractors face rising workloads, overstretched teams and increasingly complex compliance requirements. Manual processes and disconnected systems add to the pressure, increasing administration and impacting customer satisfaction.

Propeller solves these challenges with a single system that streamlines repairs, maintenance, and compliance services.



Why Propeller?

We're more than a provider

We don't just supply software. We partner with our clients from the outset to ensure smooth implementation and ongoing success. As a small, agile team, we're responsive, adaptable and committed to going the extra mile.

Whether you want to mobilise a new system within weeks or add new functionality to an existing platform, we work with you to meet your needs. We're open and transparent – and never over promise.

We understand housing

With decades of specialist housing experience, we understand the sector's challenges. From managing high volumes of work and multiple trades to evolving reporting requirements and tenant satisfaction measures, Propeller provides the tools contractors need to succeed.

A true Software as a Service (SaaS) model

Propeller is delivered as a true SaaS solution, accessed online rather than installed locally on a server. That means faster mobilisation, lower implementation costs and no requirement for specialist IT skills. We manage the infrastructure, security and updates, and can add new functionality as your needs evolve.

We don't stand still

As legislation and client expectations change, we continually develop our software, launching new features and functionality that help contractors stay productive, compliant and competitive.

Propeller is a key operational tool for all our Boiler & Heating Installations, Propeller enables me to schedule the work to our engineers, obtain the correct certification and evidence this to our clients within a few clicks. Propeller gives me the confidence that I have everything I need when it comes to managing large scale Gas Boiler Installations over large geographical locations."

Customer Service & Performance Manager,
Sureserve Compliance

What our clients say...

The onboarding was excellent and exceeded our expectations. The Propeller team was very communicative throughout. They guided us through every stage and were there in person during mobilisation which made a huge difference. It only took three months for the software to go live which was earlier than we'd planned."

Operations Manager,
APS

The Propeller system is simple to use and provides our team and clients with accurate real-time information 24/7. In the critical area of M&E compliance and responsive repairs, we need to be sure that data is accurate and are confident the Propeller system provides us with this."

Director,
Ashley & McDonough

We don't feel like 'just another customer' with Propeller. From the outset, we've worked directly with the senior team, so know there's a commitment to build a long-term partnership that's genuinely valuable for both businesses."

Managing Director,
Phoenix Gas Services

Our staff, management and clients praise the system for its ease of use and reporting capabilities. The excellent compliance monitoring functionality is also a key feature for us as a contractor delivering social housing contracts."

IT Systems Manager,
Penny Lane Builders



What Propeller can do for you

Transform job management

Propeller provides a single system for managing every job from start to finish.

Appointments for all types of mechanical and electrical equipment, including renewables, are automated. By eliminating manual processes, our technology improves efficiency, visibility and control.

The software is complemented by the Propeller mobile app allowing engineers to receive job details digitally and instantly access key property information. Engineers can provide updates in real time using digital forms, photos and notes, even where connectivity is limited.



✓ **Coordinate reactive, planned and follow-on work quickly and efficiently.**

✓ **Support field teams with clear job information and mobile access.**

✓ **Capture outcomes, updates and evidence of work.**

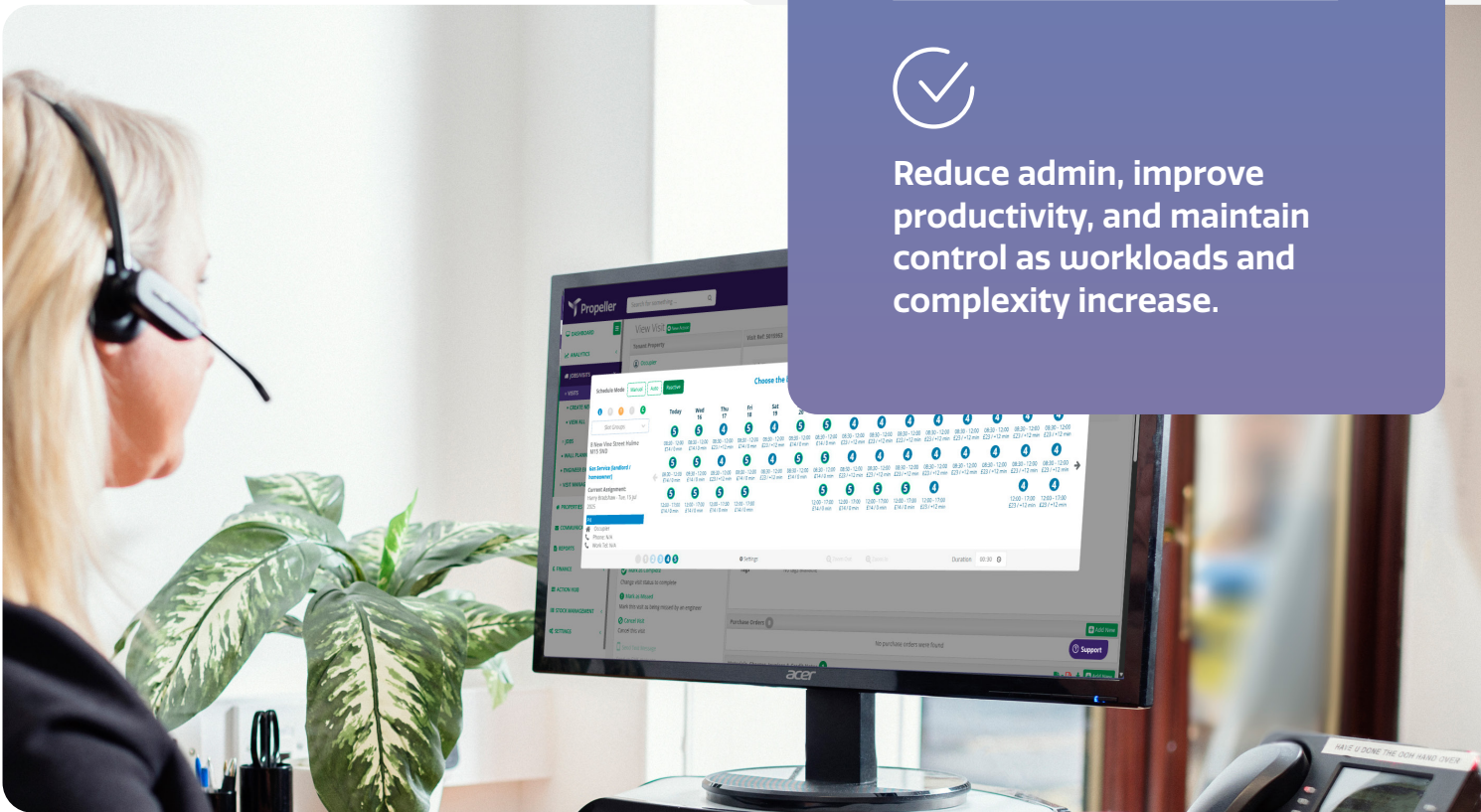
✓ **Maintain a consistent process for all clients.**

Schedule thousands of jobs in seconds

For high volume work, scheduling is one of the biggest pressures on customer support teams.

Propeller's intelligent scheduling feature allows servicing appointments to be booked in bulk within seconds – up to three months in advance.

Jobs are automatically scheduled based on priority, skillset, location and availability, ensuring the right work is assigned to the right person at the right time. Over time, the system learns from performance data to improve efficiency and first-time fix rates, helping to reduce both operational and travel costs.



Bulk schedule thousands of servicing appointments in seconds.



Optimise job allocation across the entire workforce, rather than individually.



Respond quickly to no access visits or when priorities change.



Reduce admin, improve productivity, and maintain control as workloads and complexity increase.



Resolve urgent repairs faster and more cost effectively.



Enhance the productivity of customer support teams.



Lower operational costs through efficient job allocation.



Reduce customer wait times, improving satisfaction.

Simplify responsive repairs

Managing urgent repairs quickly and efficiently is vital, especially during peak times.

Propeller enables support teams to book appointments while a customer is on the phone. A scheduling window provides an instant view of suitable slots eliminating the need to scroll through diaries or maps. Appointments are graded based on the cost of the visit, helping your team guide customers to the most efficient and convenient time.

The technology can also be configured to automatically schedule complex jobs requiring multiple trades on different days.



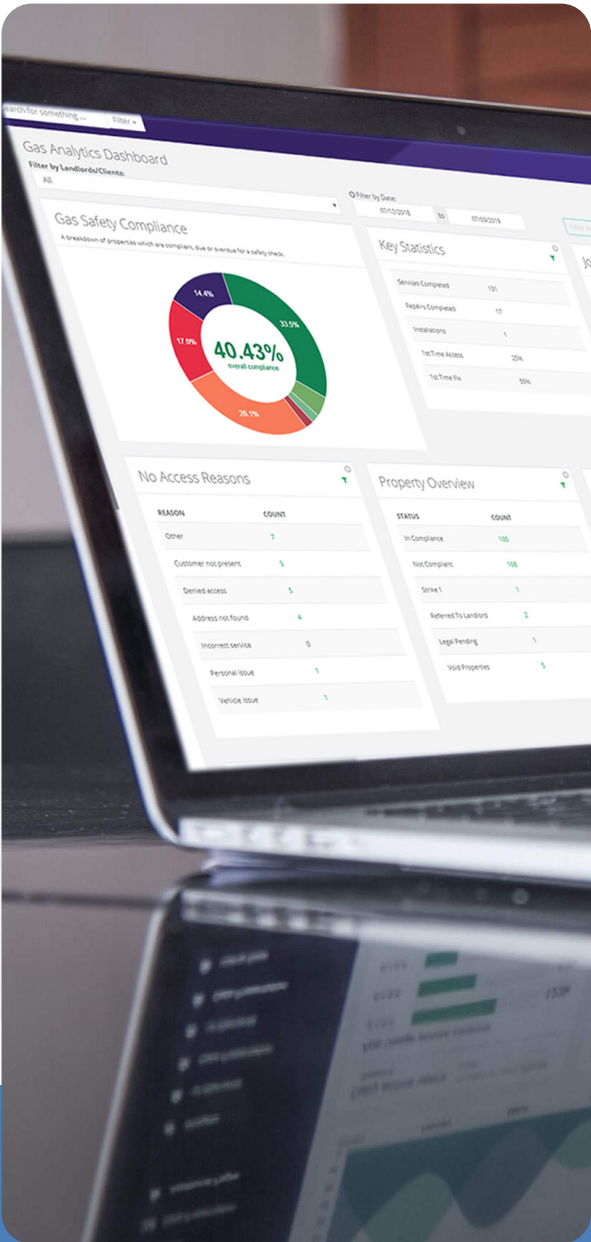
Turn data into insight

Propeller automatically turns job activity into clear reports, giving managers confidence in performance across teams, contracts and clients.

All data captured in the field is automatically consolidated into a central analytics dashboard, configured to your needs. This provides real-time visibility across key metrics including:

- Compliance status
- First-time fix rates
- Engineer performance
- No-access reasons
- Customer satisfaction scores

Propeller can also help you gather asset data using simple QR codes. These codes identify appliances and equipment, including detailed job histories, enabling service plans to be set up and managed.



Monitor performance across repairs, planned works and compliance.



Track KPIs such as compliance status, no-access reasons, first-time fix rates.



Identify issues early and respond before they escalate.



Provide clients with clear, consistent reporting and assurance.



Generate accurate asset data to create reliable service histories.

Streamline compliance and communication

In response to changing compliance requirements, including electrical safety rules and Awaab's law, Propeller offers a range of features to simplify critical tasks and reduce risk.

Integrated postal service

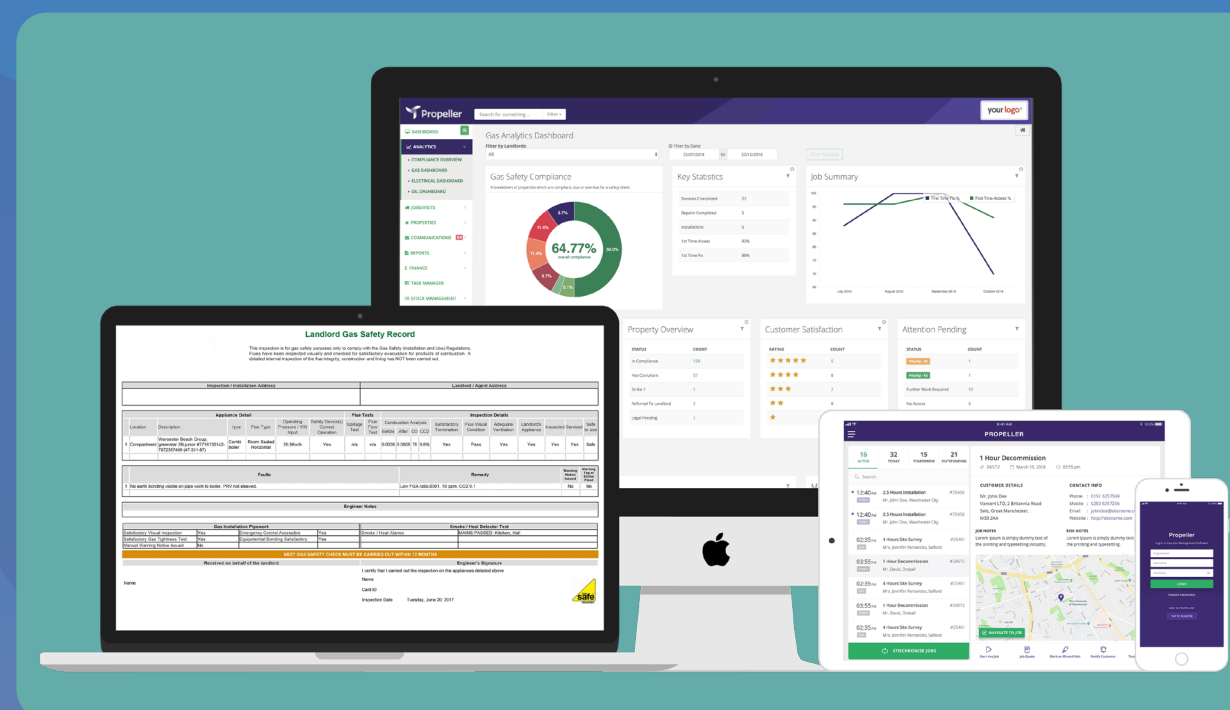
Automatically bulk mail housing safety correspondence with a full audit trail. Thousands of documents, including compliance-related letters, can be posted at the click of a button with every item automatically tracked within the same system.

On-site certification

Manage legislative certificates for gas and electrical equipment, including renewables, all from the same platform. Created digitally on our mobile app, the certificates can be validated on site, saving time, improving service levels, and minimising the risk of non-compliance for the building owner or manager.

Two-way text messaging

Instantly send bulk appointment reminders for servicing and repairs by text, cutting admin and the risk of no access. Customers can respond to your messages with a KEEP or CHANGE text to update appointments in real time, streamlining scheduling.



Technology that grows with your business

Propeller is designed to support your growth as well as the day-to-day delivery of repairs, maintenance, and compliance services.

Whether you take on more contracts, enter new sectors, or expand your offering, Propeller adapts with you, no matter how complex your operation becomes.

Talk to us about how Propeller can support your delivery and take the pressure off your teams.

0333 207 0037

hello@teampropeller.co.uk

www.propellerpowered.co.uk/contractors



Workforce Management
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