

Amey adopts innovative digital solution to help drive improvements across its defence housing contract

2 years ago



Amey, a provider of critical facilities services for the public sector and UK defence, is using AI-powered visual assistance which allows engineers to deliver a more effective service when carrying out housing maintenance tasks.

TechSee enables residents to transmit video and images of technical issues to remote operatives. The Amey customer care team are then able to virtually assess the job ahead of attending the property - ensuring that the correct engineer is being sent, and that they have the right tools to resolve the issue.

Amey, who are responsible for looking after Service Family Accommodation across central and northern England, Scotland, Wales, and Northern Ireland, have been using the tool since the beginning of the year and are already starting to see benefits in service delivery.

Initially, the solution was used on heating related tasks and the team saw significant improvements, with 39% of calls being resolved using the technology. Since the end of January, Amey has also been using the application to better assess damp and mould issues in homes. This has enabled engineers to fully understand issues ahead of visiting properties and allows them to take the appropriate level of action to support families.

Tom Silvey, Amey Operations Director for defence housing commented: "Improving the service we're providing to military personnel and their families continues to be a top priority for Amey and we are pleased that this new technology is proving successful for residents. We will continue to use innovation

and technology to enhance the service we offer and will work with defence communities to build a service they deserve.”

In the spring the TechSee application will be rolled out across other maintenance tasks to improve complaint and complex case management.