



INNOVATION EXCHANGE PITCH

Aftercare

How we handle service calls after handover

Owen Boyle

Group Operations Manager, MJOS Group

CONTEXT

Who we are and who calls us

The business

Mechanical & plumbing

Heating, plumbing, HVAC and renewables into new build housing schemes across Leinster.

MJOS Group

One of three companies alongside MSM Renewables and Home Comfort Retrofits. Circa 75 staff.

2,500 units

Houses handed over and now inside or just outside their warranty period.

Who calls us

Homeowners

Living in a finished house with a fault, and not sure who is responsible for it.

Builders

Main contractors and developers chasing snags during their own defects liability period.

35-50 calls a week

Aftercare calls coming in, including repeat calls on the same house.

Every install carries a one year plumbing warranty from the commissioning date. Heat pump warranties run separately through the supplier, and only stand up if the annual service has been done and certified.

THE PROBLEM

Problems to be solved

1

Phone calls have to be typed up

An email lands in our system and becomes a ticket on its own. A phone call only becomes one if whoever took it writes it up afterwards.

2

The homeowner does not have the answers

We need the commissioning date, warranty status, service history and any previous calls on the house. The person ringing knows none of it.

3

We get the detail too late

Error codes, photos and serial numbers are chased after the call, or we send someone out without them.

4

It runs on who is on the phone

The decision trees are written down and they are correct. On a busy morning they are not always followed.

5

Wasted call outs

Our plumber turns up to a builder's roof leak. A chargeable job gets done for nothing.

6

Nothing moves out of hours

Calls after five go to voicemail and sit there until the next working day.

7

We cannot see the pattern

No view of how many calls we get, which houses we keep going back to, or which products keep failing.

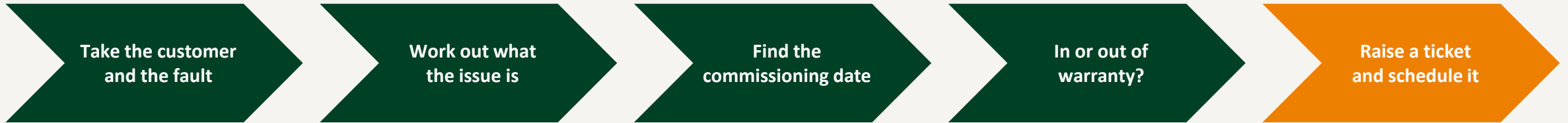
8

Recharges get missed

Call outs the builder should pay for are not always captured, so they are not always invoiced.

HOW IT WORKS TODAY

What has to happen on every call



AND IT ENDS UP WITH ONE OF FIVE DIFFERENT PEOPLE



MOS plumbing team

Inside the warranty, plumbing inside the house. Ours to fix.



Builder / snagging

Roof leaks, shower tray seals, external drains, water ingress, skylights. The builder's job.



Plumber review, chargeable

Out of warranty. Somebody has to decide who is paying before we travel.



Supplier warranty

Heat pump faults. We need the error code, serial number and every annual service cert.



Guidance only

Settings and how to use the system. Answered properly, nobody has to go out.

WHERE THE GAP IS

What we have and what is missing

ALREADY WORKING

Our own system

- We wrote our own ticketing and scheduling system. Emails come in and become tickets on their own.
- Once we decide what a ticket is, we schedule the right people against it.
- From that point on it runs the job.

THE GAP

Everything in front of it

- A phone call only becomes a ticket if whoever took it writes it up afterwards.
- Nothing decides what the ticket is. That judgement is still made by a person, from memory.
- The system does not hold the commissioning date, warranty status or service history the judgement depends on.
- No photos, error codes or serial numbers are captured before the ticket is raised.

We already have the ticketing and the scheduling. What we need sits in front of it: taking the call properly, and knowing enough about the house to make the right call on it.

WHAT WE NEED

Requirements overview

TWO WAYS IN, ONE RECORD

Intake

- The form on our website is the route we want people to use. Guided questions, and it takes photos and error codes at the time of reporting.
- We push people towards it: handover pack, welcome email, a sticker at the plant, a QR code, and the phone greeting.
- AI voice picks up for the people who will ring no matter what, and holds a normal conversation instead of a menu.
- Form or phone, it produces the same record and lands in the same queue.
- Anything urgent goes to a person straight away.

DECIDED BEFORE ANYONE TRAVELS

Triage and dispatch

- Finds the house and its record: commissioning date, warranty status, what is installed, service history, previous calls.
- Runs our own triage rules, and we can change them ourselves.
- Raises the ticket in our own system, which handles the scheduling from there.
- Gives the plumber, the builder or the supplier everything they need to attend once.
- Flags chargeable work and gives us the recharge position at month end.

Key functional requirements



Website form as the front door

Guided, open any hour, and it takes photos and error codes when the fault is reported.



Voice for the ones who ring anyway

Irish accents, background noise, out of hours, an annoyed caller. Same record as the form.



Property lookup

By address or phone number. Commissioning date, what is installed, warranty status.



Triage on our own rules

Our decision trees, set up so we can change them ourselves.



Photos and error codes

A link that brings back photos, videos, error codes and serial numbers against the job.



Ticket raised complete

Into our system, with enough for our plumbers, the builder or the supplier to attend once.



History against the house

Every call, where it went, how it ended, and how many times we have been back.



Chargeability and recharge

Flagged when the call is triaged and reported at month end.



Reporting

Call volumes, issue types, faults that keep recurring by site and product, first time fix.

INTEGRATION REQUIRED

- Our own ticketing and scheduling system, built in house
- Our website, where the aftercare form sits
- Commissioning and certification records, held today as certificates and spreadsheets
- The existing Aftercare Tracker
- Our office phone system
- Microsoft 365 and SharePoint, where the project and property files live
- The supplier warranty process for logging heat pump calls

WORTH SAYING

Our system handles tickets and scheduling. It does not hold commissioning dates, warranty status or service history, and those records could not be queried today. Sorting that out is part of the job.

WHAT GOOD LOOKS LIKE

Expected outcomes



Every call captured

Through the form where we can, by phone where we have to, any hour of the day.



Fewer wasted call outs

The right party goes out, with the right information, first time.



Chargeable work recovered

Out of warranty and builder liable calls flagged at triage and invoiced at month end.



Something to learn from

Which sites, products and installers keep generating calls, fed back into how we build.



The same answer every time

The routing decision does not change with who took the call or how busy the day was.



Fewer repeat visits

Photos, error codes and serial numbers in hand before anyone travels.



Time back for the people we need on site

Senior plumbers and office staff off the phone.



It suits the other two companies too

The same process would run for MSM Renewables and Home Comfort Retrofits.



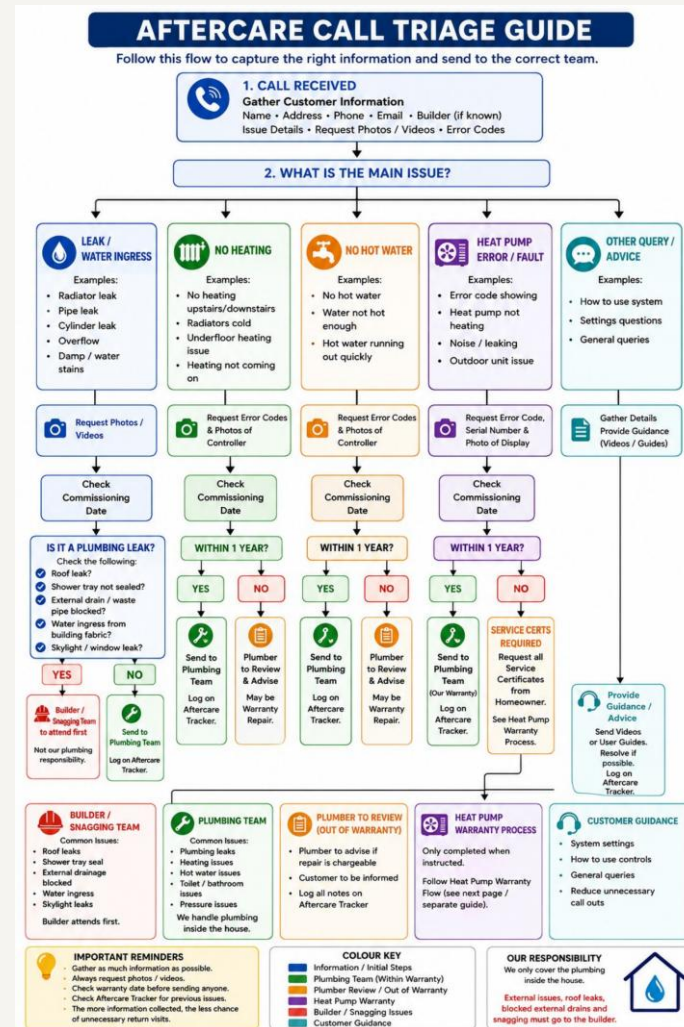


Thank you

APPENDIX A

The rules already exist

Aftercare call triage guide, used as a printed reference in the office.



Heat pump decision tree

The awkward one. Warranty cover depends on service certificates we have to chase from the homeowner after the fault is reported.

