



## CASE STUDY

Salix Homes Enhances Tenant Experience with Glympse



### OBJECTIVES

Salix Homes, a leading social housing provider in the UK, offers affordable housing and essential maintenance services to their tenants. Whether it's a broken heater or a leaky faucet, Salix ensures timely maintenance support.



"Glympse provided the real-time visibility and seamless integration we needed to enhance our tenant experience."

— Salix Homes

### CHALLENGES

- Providing their tenants with visibility and reassurance regarding the arrival of maintenance personnel.
- Give tenants peace of mind by offering real-time updates on when help would arrive, enhancing overall customer satisfaction.

## SOLUTION

Glympse was chosen for its ability to deliver real-time visibility into maintenance services. The solution integrated seamlessly with the Microsoft platform that Salix Homes had already implemented. This integration, led by a leading IT company called [Exactly](#), ensured that Salix Homes could provide their tenants with accurate and timely updates. Exactly played a crucial role in managing the project, facilitating the integration, and ensuring a smooth execution.

Exactly was not only responsible for the integration of Glympse but also played a pivotal role in setting up the entire Microsoft platform for Salix Homes. Their expertise and proactive approach helped streamline the process, making it easier for Salix Homes to offer this new level of service to their tenants.

## RESULTS

Powered by location technology, Glympse helped Salix Homes provide the information their tenants needed for a positive experience at their fingertips.

### **Enhanced Tenant Experience:**

- Real-time tracking of technicians
- Exact ETA visibility
- Reduced uncertainty about technician arrival

### **Operational Efficiency:**

- Decreased operational costs
- Fewer calls inquiring about technician arrival
- Reduced missed appointments

Recently, Salix Homes upgraded to Glympse's latest platform that included additional features like the ability to use the Message Carousel (also known as the Glympse Advertising Carousel) to their end customer's experience. This feature allows Salix Homes to provide tenants with helpful tips to ensure smooth maintenance appointments, further enhancing the customer experience. They can also offer multi-way communication within the experience to keep customers informed and satisfied at all times.

The collaboration has proven successful and even lead to [Exactly and Glympse partnering](#) together even more. The continued partnership underscores the value that these two companies bring to businesses like Salix Homes and their tenants, ensuring a reliable and reassuring maintenance service experience.

## CONTACT

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