



Civica Mobile for Housing

Providing access to housing and financial management data anytime, anyplace, anywhere

Civica Mobile is a comprehensive suite of mobile applications designed to meet the requirements of RSLs (Registered Social Landlords). The solution has been developed to work with any housing or financial management system and uses the latest Microsoft technologies. It is network and device independent so that you can choose the best PDA and service provider to meet your needs.

Why Civica Mobile Housing?

Whether you want to mobilise your DLO workforce, capture inspection details, complete surveys, access back office housing management systems or monitor your lone workers this mobile suite has the solution for you.

The modular design of the product enables each user to be equipped with the applications they require to fulfil their role. They will also be able to take advantage of the office modules provided as part of Windows Mobile. These include email, calendar, contacts, tasks, Pocket Word and Pocket Excel.

System Features

Benefits include:

- Increased customer service by providing access to back office systems while out on site
- Increased staff effectiveness by providing the right information, at the right time and in the right place
- Improved team communication and collaboration
- Reduced costs and carbon footprint through less unnecessary travel
- Reduction in administration as data is captured and processed in real time
- Improved service by providing engineers with new or amended job details instantly
- Improved remote worker safety
- Network and device independent.

Modules include:

- **Contractor workforce**
Enable your workforce to receive, vary and complete works orders electronically.
- **Orders & inspections**
Enable inspection results and schedule of rate details to be captured.
- **Stock condition surveys**
Build stock condition questionnaires based on your existing property attribute structures.
- **Housing management**
Access tenant rent account details, repairs history and arrears actions.
- **Estate management**
Manage regular inspections of estates, communal areas and blocks.
- **Customer satisfaction questionnaires**
Design your own questionnaires to collect data from tenants.
- **Lone worker monitoring**
Full integration to monitoring centre without the need to carry additional devices.

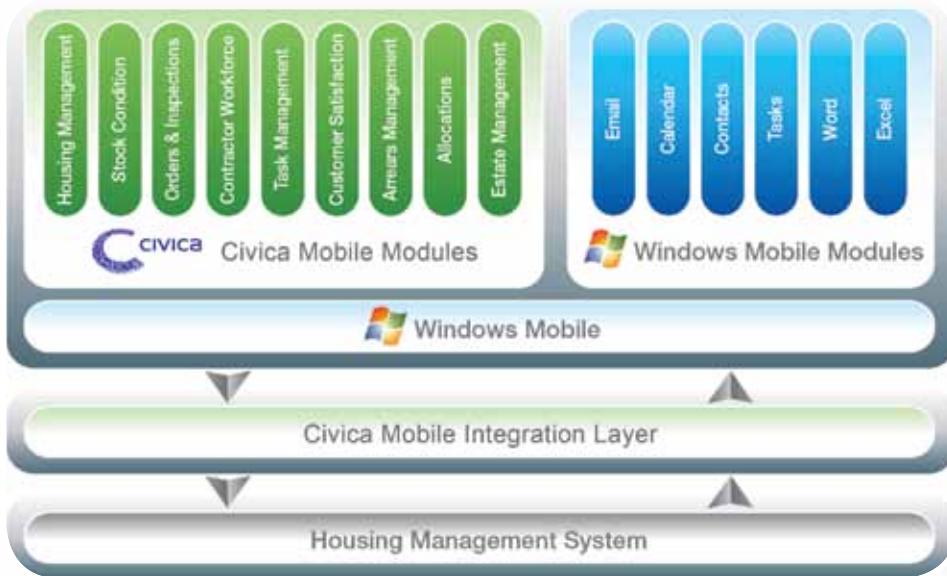
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Design

Civica Mobile has been designed to be user configurable enabling each organisation to customise key parts of the system to meet their requirements. This can be seen on the management console.

Questionnaires can be built from a library of questions created by each customer. These can be defined as text, yes/no, dates, times, decimal values or code lookups and can be represented pictorially as bitmap images such as smiley faces if required.



Integration

The Civica Mobile integration layer takes care of all communications with the back office systems. The software will extract data from the host system and pass this to the relevant user's device for subsequent action. This could be triggered by a user request or from a workflow process running on the host system, the latter of which would create a task in the user's work tray on the device.

The integration layer also processes updates back into the housing or financial management system through the relevant API or interface. In some cases the host system may not be able to accommodate all the data collected on the device, such as customer satisfaction surveys, in which case Civica Mobile holds this in SQL Server tables for subsequent reporting/analysis.

Device Management

All devices are managed through the Civica Mobile web based console. The database holds a full inventory of each device, how it connects to the Civica Mobile web service and defaults to be applied.

Restrictions can be set on the time that a device is permitted to synchronise, preventing unnecessary network traffic and therefore reducing costs. Configuration changes can be applied to one or more devices and are automatically picked up when each PDA synchronises.



About Civica

Civica is a market leader in software and services that help organisations to improve service delivery and efficiency, with specialist expertise in local government, social housing, enforcement and education.

Blending consulting, software and managed services, the group supplies more than 1,800 customers in the UK, Australia, Asia Pacific and the USA, including 94% of the UK's local authorities, more than 200 social housing organisations and 50 of the UK's 53 police forces.

For the latest solutions information, visit: www.civica.co.uk

For further information or to book a meeting/demonstration, telephone **01260 291912** or email marketing@civica.co.uk

Technical Infrastructure

Civica Mobile is completely network and device independent so you do not need to change your mobile provider in order to implement the system. It will automatically select the most efficient connection available to the device at the point in time. A connection is only required when data transfer takes place between the device and the back office systems, keeping network costs to a minimum and maximising availability.

If a connection cannot be established then the user can continue to operate the PDA with all data being cached locally for subsequent synchronisation. Civica Mobile utilises the latest .net and Windows Mobile technologies from Microsoft to provide a feature rich user interface and fast, efficient communications. All data is kept secure both on the device and during transmission using passwords, data encryption and through SSL.

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