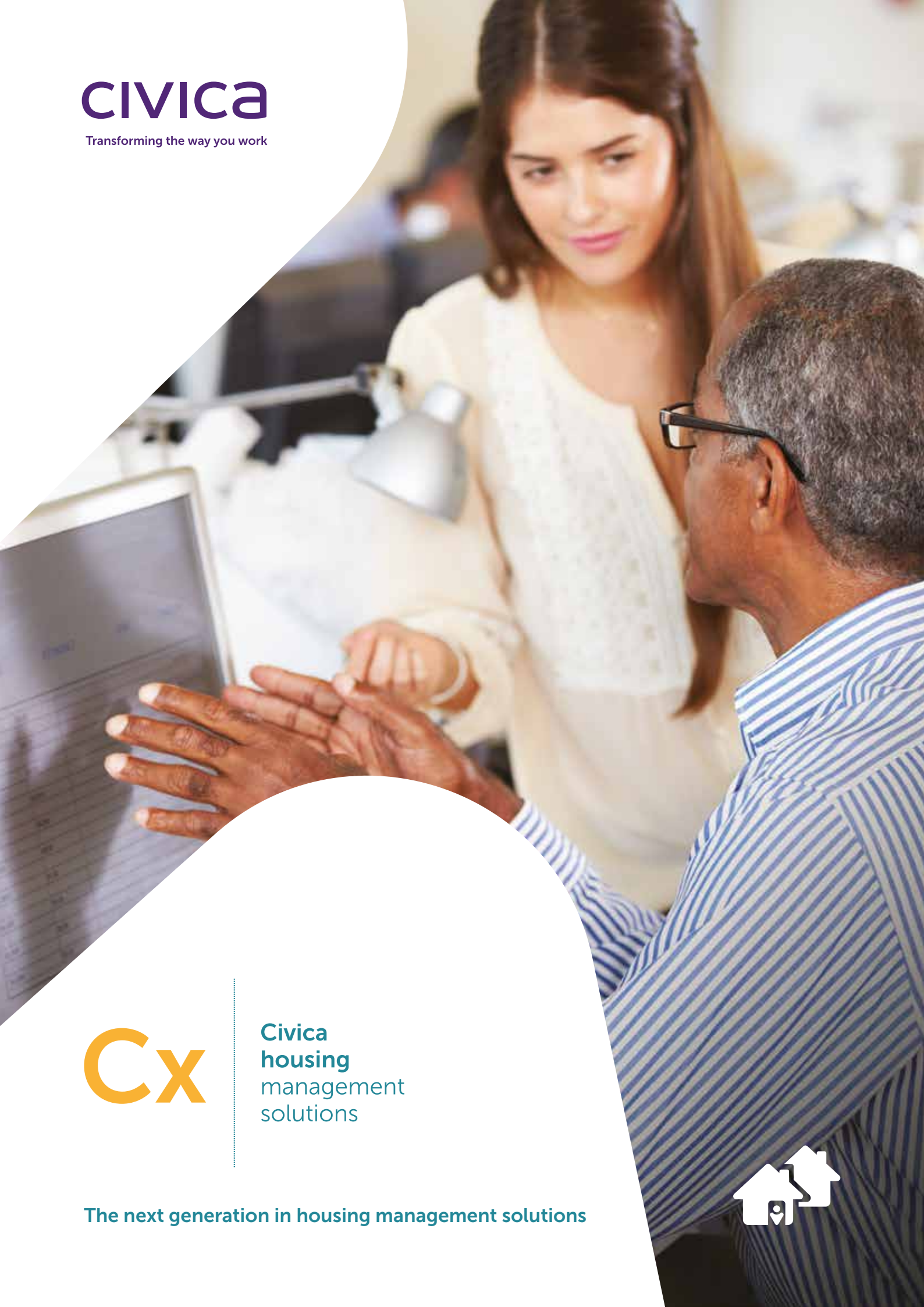


CIVICA

Transforming the way you work



Cx

Civica
housing
management
solutions

The next generation in housing management solutions



Welcome to the next generation



Contents

- 02 The next generation in Housing Management Systems
- 03 Customer focus
- 06 Managing your property assets
- 06 Flexible diversification
- 06 Customer experience
- 06 Use anywhere, anytime
- 06 Technology
- 07 Cx modules
- 09 Key design features

Civica Housing Cx is the next generation integrated housing management system: the Customer Experience. Using the many years of accumulated knowledge and experience within Civica, Cx has been developed from the ground up and delivers a system with the flexibility to meet changing market needs.



Cx features a report pack of management information for senior housing professionals which provides dashboard reporting on key performance metrics across the business.

For customer-facing staff, Cx breaks the boundaries of current systems, allowing complete flexibility to take the full system out with you on customer visits and to facilitate home or flexible working.



Customer focus

Traditionally, housing management systems have been very focused on the management of properties, often to the detriment of focus on the individuals and households to whom properties and services are provided.

Cx delivers a significant change in outlook, providing comprehensive management of applicants, tenants, leaseholders, home owners, private tenants and commercial lessees, and indeed to any citizens to whom you may offer services. This customer-centric focus places your tenants at the heart of service delivery and allows services to be tailored specifically to their differing needs.

Cx features integrated Customer Relationship Management and Communication modules which manage all interactions with the people in your system, from preferred language to communication channel, whether letter, email, SMS messaging, Twitter or Facebook.

Cx enables segmentation of your resident audience into groups with different needs, allowing you to profile your different audiences, drive surveys, marketing campaigns and resident involvement sessions to different individuals, or to share data within the system on individuals who are participating in different initiatives.

The strong management relationships within Cx enable sub-letting and sub-assignments to be maintained, and allow the provision of services to individuals as part of Social Enterprise initiatives.





Managing your property assets

Your property assets receive a similarly high focus, with asset hierarchies capable of being defined to reflect the needs of your organisation and the complexity of the mix. Different types of tenure and periods of occupation can be defined within properties as management and occupation episodes. Schemes, blocks, estates and management areas can be set to reflect the needs of your organisation. In addition, multi-company relationships can be accommodated within a group structure.

Flexible diversification

The Cx approach to people and properties provides a holistic method of managing the delivery of high quality services to your residents against the changing background of diversification in the housing sector. Cx facilitates delivery of services to non-residents, allows for management of assets such as training facilities and supports the move toward diversification of core business, if that is one of your organisation's stated aims.

The multi-company facilities enable different policies to be operated under a group structure as organisations come together.

Customer experience

Civica Cx has been designed to provide a fresh, innovative experience for the customer, offering an 'App' style modern interface throughout and featuring re-sizing panes of information which expand and collapse to allow complete access to the information staff require to carry out tasks.

A high degree of configurability allows landing pages to be tailored to job roles, and allows staff to mix content, enabling key reports or essential screens to be instantly available on log in. Quick menus enable shortcuts to other functions and panes as required. A 'bread-crumbs' trail is maintained within the system and full audit facilities are provided.

In addition, residents can benefit from the rich user interface by means of interactive self-service portals, driven by web services.

Use anywhere, anytime

Cx works on a variety of devices from tablets and smartphones, to laptop and desktop computers.

The 'App' style interface available on tablets and netbooks enables users to feel at ease with the product in minutes, with the data held securely on your infrastructure, as a hosted system or in the cloud. The result is freedom to access Cx from anywhere using any device.

Cx provides true portability enabling use of the entire back-office system out in the field, whether visiting tenants in their homes or carrying out inspections or surveys.

Cx Offline

Cx Offline enables users to utilise the generic forms functionality to cache records on the device which can be updated whilst out of the office. One set of generic forms can be created and used online, offline and also on the Tenant Portal. Within these forms any number of entities will be inserted by the user, which when queried upon, will populate data with items such as address or any other data tags held in the Cx database. This ensures users can create forms for an Estate Walkabout, Arrears Arrangement or anything else they may need to complete whilst out and about without an internet signal.

Technology

Cx has been conceived and engineered as a state-of-the-art housing management application using the latest technologies, with an HTML5 presentation layer, business logic in .Net framework, and storage in Microsoft SQL Server. Available with web services to provide easy integration to third party applications, Cx is fully web deployable and can be run on internal infrastructure, offered as a hosted or managed service, or made available through The Cloud. Cx is the first system to adopt the 'Software as a Service' model, making this new generation of software available to smaller organisations.

CX Modules



Rent accounting

Cx manages multiple tenures from General Needs and Introductory tenancies, through leasehold to commercial leasehold. Multiple relationships in the same property, such as sub-letting and sub-assignment, can be accommodated through management episodes. Cx is designed to accommodate current Housing Benefit and future Universal Credit payment regimes.



Repairs and maintenance

Cx provides a full functionality Repairs and Maintenance system, from logging of complaint through to final job completion, with easy integration through web services to contractor systems, and to mobile software for field operatives. It includes integration with stock condition, asbestos, and energy systems.



Void management

Fully flexible management of void assets with void paths and targets to determine action required for re-letting. The system has the ability to handle decants and long-term policy voids, with integration to Allocations and Rent Accounting.



Asset management

Full Asset Management suite, comprising Planned and Cyclical Maintenance, Stock Condition information, Asbestos Register, Risk Management, HHSRS, Energy Efficiency and Component Accounting.



Allocations

Cx offers multiple Waiting List registers, flexible pointing of questions across different Waiting Lists, and Mutual Exchange register. Full integration is provided with Rent Accounting and Leasehold Management, and Void Management through void paths and actions.



Customer relationship management

The system holds comprehensive information on resident and household composition, including equality and diversity, disability and income where required. It tracks all contacts from residents and handles profiling of different resident groups, marketing activities and resident involvement.



Homebuy

The Homebuy module enables you to manage the sale of assets for Right to Buy, Right to Acquire and Social Homebuy, from registration to conclusion. Statutory provisions are built in to the process and can be tailored to suit local variations. If there's a risk of not meeting statutory timescales, warnings and escalations can be built in to the process to ensure the case is highlighted for action to the relevant people.



Communications engine

This module manages communications for residents, from preference for communication type to desired language. Communication methods available include text messaging, email, letter, Facebook and Twitter.



Service charges

Cx provides full functionality Service Charge accounting for tenants and leaseholders, using estimates and actuals, and flexible apportionment of costs. It includes Automatic Section 125 and Section 20 consultation.



Complaints and anti-social behaviour

Cx provides flexible and configurable escalation paths for managing Complaints and Anti-social Behaviour issues, including anonymous reporting of cases, case linkage, escalation, and interaction with external agencies.



Estate Management

This module effectively manages all estate management functions from planning, inspections and carrying out estate walkabouts. With easy navigation to all integrated modules, the user can look at relevant assets and outstanding repairs or search key contacts to send notification of property updates, such as, an untidy garden.



Reporting

Cx turns data into high quality management information through a suite of dashboard-style reports based on Housemark Benchmarking, with full drill-down functionality. The entire system features Microsoft SSRS and SSAS as the standard report generators.



Support

A case management module to record, manage and maintain all information pertinent to each request for help, commencing with the formal assessment process and then, where applicable, progressing onto the compilation of a support plan with the ability to record outcomes.



Generic Forms

which allows the creation of any form type including the ability to capture electronic signatures, photos and upload data directly into all Cx modules. A generic form can be compiled to gather information on any topic, i.e. to record the findings of a tenancy inspection, the creation of enquiry and application forms to manage the housing stock and service allocation procedures or apply for permission. The complexity of the form can range from a very basic set of self-contained entry fields, to numerous inter-dependent form elements seeking to capture a wealth of data that can then be used to inform other activities.

Key design features

Cx is a new application designed from the ground-up, built for housing in the 21st century which will **enable organisations to meet the challenges of the next two decades.**

- ▶ Crisp, clean user interface featuring re-sizing windows, drag-and-drop information panes and the ability to sort columns in any screen as required.
- ▶ Intuitive, 'App' style design minimising training requirement.
- ▶ Role-based customisation of screens for individual users.
- ▶ Zero-footprint on the desktop – the application is fully web-deployable.
- ▶ Cx uses industry standard technologies from Microsoft, providing full-featured free reporting options.
- ▶ Cx can be hosted within the organisation, offered as a hosted or fully managed service, or deployed in The Cloud.
- ▶ Cx is device agnostic, so is available to run on all desktop computers, together with the latest generation of tablets including iOS, Android and Surface devices.
- ▶ Cx uses a consistent interface across all application areas, allowing easy skills transference between users.
- ▶ Sophisticated modules offer full functionality to different housing providers, from small to national organisations.
- ▶ Quick, easy upgrades are available through centralised hosting of the applications and database.
- ▶ Low cost of deployment over the internet, eliminating need for expensive technologies such as Citrix.
- ▶ Easy integration to third party applications through web services.



CIVICA

Transforming the way you work

For more information

Email: housing@civica.co.uk

You can also visit us at

www.civica.co.uk/housing



Cert No. 663
ISO 9001
ISO 14001
OHSAS 18001

