

# Cx Contractor Workforce Management

Improve the efficiency and performance of your repairs and maintenance services

A digital platform to transform your repairs and maintenance processes to enhance services, improve operational and workforce efficiency.

Cx Contractor Workforce transforms your repairs and maintenance operation. Utilising our self-service platform it empowers customers to engage with you at anytime, on any device, significantly improving productivity, while reducing paperwork and back-office administration. It's the most modern, technologically advanced management solution for repairs and maintenance teams.

Built on our Cx digital platform it offers a cloud-based, integrated housing repairs and maintenance management solution to underpin the operational requirements of your business. It's designed to manage the entire lifecycle of responsive, planned, voids and cyclical works; such as gas and electrical servicing requirements along with all types of inspection, for both clients and contractors.

Cx Contractor Workforce optimises technology to transform the management of repairs and maintenance for the wellbeing of your customers, today and in the future.

Cx Contractor Workforce harnesses connected devices, digital and mobile technology to help you improve performance and efficiency across all business areas.

It delivers deeper business insight – by collecting data from a variety of sources it provides you with accurate real-time information. It empowers you to make informed decisions and improve service delivery by effective communication with your customers, management of job progression and workload. More importantly, it helps you to manage and control costs so performance and profitability can be analysed for each job, and at various other user defined levels of the business.

Utilising Cx Mobile, it supports agile working and also significantly increases operatives productivity by automating job requests, recording of work details and management of materials while out in the community.



Increases productivity



Enhances data insight



Improves operational efficiency

## Main benefits:

- ▶ **Optimises workforce efficiency via intelligent scheduling**
- ▶ **Improves cost control with resource, material and subcontractor management**
- ▶ **Provides deeper insight for operatives and managers to access real-time information anytime, anywhere**
- ▶ **Creates a single view of the property by integrating CRM, Housing, Asset Management & Contractor Workforce solutions**
- ▶ **Enhances the customer experience with multi-channel services and communications via social media, SMS, email etc**

# Six features of Cx Contractor Workforce

## 1. Full Repairs Lifecycle



Supports your organisation to effectively manage tenant repair requests using self-service or telephone calls via your contact centre, leading through works delivery to full operational and financial completion. Driving digital transformation, our Contractor Portal enables completed work to be undertaken by your in-house team or by sub-contractors.

## 2. Workforce Scheduling and Mobile Working



Provides a self-service platform, empowering customers to engage with you at anytime, on any device which significantly improves productivity and reduces paperwork and back-office administration. The intelligent appointment booking and resource allocation software is based on advanced algorithms. It's fully integrated with your tenant portal providing real-time appointment booking and live diary management, captured by job updates from mobile devices.

## 3. Job Costing



Delivers real-time job costing, giving your organisation real-time data and financial management insight - from individual jobs through to company-wide reporting.

## 4. Supply Chain Management



Manages the flow of materials using automatic purchasing, delivery and invoice processing routines, as well as effective control of van stocks, main stores and your supply partners.

## 5. Communications Engine



Harnesses the power of digital technologies to create efficient multi-channel communications via SMS, social media, email, letter, or on the portal which significantly improves the way your customers engage and their experience – ensuring their preferred method of engagement occurs.

## 6. Utilising Technology



Utilises cloud-based and mobile technology enabling your organisation to deliver the right services, at the right time, on any device, at a reduced cost.

