

## Cx Contractor Workforce

### Modernise your repairs and maintenance services for the future

A single platform to boost your repairs and maintenance processes. Enhance services, improve operational and workforce efficiency.

With Cx Contractor Workforce, you'll speed up processes by automating tasks. Gain better insight of your customers and organisational cost while delivering responsive services. All on one platform.

It uses modern, technologically advanced software that will help you transform your repairs and maintenance operation.

Using our self-service platform, it empowers customers to engage with you at anytime, on any device. You will improve operators productivity while reducing paperwork and back-office administration.

In the cloud, it provides a single solution to deliver an efficient service to your customers. It supports you to manage the lifecycle of responsive, planned, voids and cyclical works; such as gas and electrical servicing requirements along with all types of inspections.

#### Work from anywhere

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

Our Cx mobile app allows operatives to receive, update and complete tasks on and offline. It's easy to use when completing tasks in the community, such as, automating job requests, recording of work completed and the management of materials. This increases productivity and maximises resource time with no need sync to a back office system or duplicate data.

#### Better data insight

It delivers deeper business insight. By collecting data from a variety of sources, you have access to 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.

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



## Cx Contractor Workforce key features

### Full repairs life-cycle

Effectively manage customer repair requests, using self-service or telephone calls via your contact centre. Helping you to lead through works delivery to full operational and financial completion.

### Workforce scheduling & mobile

The intelligent appointment booking and resource allocation software is based on advanced algorithms. Appointment availability is confirmed at the point of raising a repair request and resources allocated automatically based on real-time availability. Cx Mobile then provides operatives accurate job information, including any warnings about property or persons aiding first time fix and access.

### Job costing

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

### Open APIs

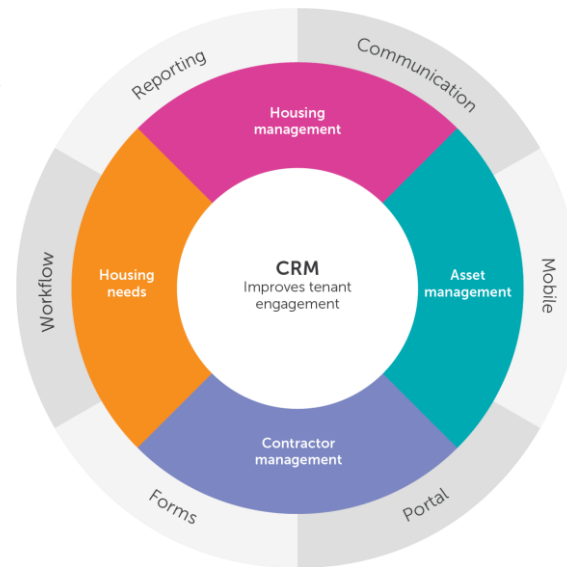
Customers demand modern, open technology. Cx delivers an open integration layer making it easy for you to integrate with 3rd party systems, such as Housing, Asset and Financial Management. Cx uses the latest web services technology and is provided at no additional cost.

### Supply chain management

Manages the flow of materials using automatic, electronic purchasing, delivery and invoice processing routines. You can better manage van stocks and main stores - with any trading partner including, Travis Perkins, Jewsons, Wolseley and Buildbase.

### Communications engine

Uses the power of digital technologies to create efficient multi-channel communications via SMS, social media, email, letter, or on the portal. This significantly improves the way your customers engage and their experience..



Start the  
conversation  
now }

