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.

Increases productivity

Enhances data insight

Improves operational 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 Housing platform it offers a cloud-based housing repairs and maintenance management solution. It provides you with a single solution to deliver an efficient service to your customers and 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 inspection.

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.

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 with access to your CRM, Housing, Asset Management & Contractor Workforce solutions**

▶ **Enhances the customer experience with multi-channel services and communications via social media, SMS, email etc.**

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

civica.com/housing

ISO 20000   IL3   IGSOC N3   ISO 27001   PSN

Eight features of **Cx Contractor Workforce**

1. Full Repairs Lifecycle

Supports your organisation to effectively manage customer repair requests using self-service or telephone calls via your contact centre, leading through works delivery to full operational and financial completion.

2. Workforce Scheduling and Mobile Working

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 accurate jobbing information to operatives including any warnings about property or persons aiding first time fix and access.

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. Open API Integration

Modern customers demand modern, open systems. Cx Contractor delivers an open integration layer enabling simple deployment with 3rd party systems such as Housing, Asset and Financial Management. Using latest web services technology, provided at no additional cost.

5. Supply Chain Management

Manages the flow of materials using automatic, electronic purchasing, delivery and invoice processing routines, as well as effective control of van stocks, main stores and with any trading partners including, Travis Perkins, Jewsons, Wolseley and Buildbase.

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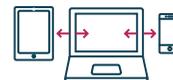
Harnesses the power of digital technologies to create efficient multi-channel communications via SMS, social media, email, letter, or on the portal which significantly improves the way your customers engage and their experience – ensuring their preferred method of engagement occurs.

7. Digital Engagement

Supports the move to channel-shift for your customers and contractors. It provides a self-service platform, empowering customers and contractors to engage with you at any time, on any device which significantly improves satisfaction, productivity while reducing paperwork and back-office administration.

8. Utilising Technology

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