

An aerial photograph of a residential street in a suburban area. The street is lined with two-story brick houses, many with white window frames and doors. Several cars are parked along the street, including a red car, a silver car, and a dark car. The scene is bathed in warm, golden light, suggesting late afternoon or early morning. The houses have dark roofs, and some have small front gardens. The overall atmosphere is peaceful and community-oriented.

# CIVICA

## Cx

Delivering better,  
responsive services  
to your customers

Connecting housing and people





# Deliver better services that meet customer needs, with Civica Cx

Your customers, expect better, faster, always-on service. Just like they experience online banking and shopping.

At the same time, your work is becoming more challenging as you take on different management arrangements and tighter regulation. Meanwhile your funding is declining and your rent reduction obligations increasing. Cx Housing helps you to balance these demands.

Cx is the only housing management solution that's been created to meet the challenges of the modern social housing provider - to help you deliver great service and meet your objectives.

Cloud-enabled, it's a single, web-based platform that allows you to work from home or out in the community. Cx lets you manage your customers, properties and contractors in one solution. It simplifies customer communications across multiple channels. And it integrates seamlessly with Office 365 and SharePoint to help you get more done every day.

With Cx Housing, you'll be able to deliver better outcomes for the people and communities you serve, while meeting your own objectives.



**We chose Cx Housing as it provides the digital platform we need to create a single view of our tenants and their homes. It will also help us to develop more customer-centric processes."**

Tom Potter,  
Digital Business Transformation Manager,  
Clanmil Housing

# Cx - the digital platform for social housing

We build smart software  
to deliver better and faster  
outcomes for you and your  
customers. Using a single  
platform will help you manage  
everything you do.



## **Housing management - a single view of your customers**

Cx connects your resident and property data in a single place, helping you to make better decisions and be more responsive to your customers.

## **Asset management - facilitating safe, secure homes**

Cx helps you take care of your property-assets and manage the safety, risk and compliance of housing you look after. It provides clarity and insight for regulatory reporting and statutory duties, helps you manage programmes of work and supports forward planning with projections and 'what if' modelling.

## **Contractor management - better decisions, made quicker**

Cx integrates housing repairs and maintenance management to help you deliver efficiency savings, improve performance and keep close control over costs. With the latest information at your fingertips, you'll be able to make timely decisions, manage job progress and schedule work more efficiently.

## **Housing needs management - offering customers choice**

You can manage your housing register, choice-based lettings, housing advice and homelessness prevention and support services. It helps to reduce allocation costs, streamline lettings and better manage call volumes and interview times.



**Cx gives our customer service staff the all-round view of tenant and property information that enables them to handle most requests and enquiries during the initial call."**

Paul Aitken,  
IT Manager,  
South Lakes Housing



**Being able to use and update asset data in the field speeds up each stock condition survey by about 45 minutes. Adopting a mobile working approach helps surveyors reach our target of completing 1,200 surveys a year."**

Geraint Jones,  
Head of ICT,  
Cartrefi Cymunedol Gwynedd

# Delivering better outcomes for people and communities

Cx helps your teams to deliver responsive services to your customers, more effectively and efficiently.

## **Designed to meet your needs.**

We listened to what social housing providers needed and designed Cx to meet those requirements. From CRM to BI reporting to eForms — everything's included, so you don't need to engage with any third parties.

## **Intuitive to use.**

Cx looks good and is easy to use. It guides users through processes step by step, so they quickly become familiar with it and confident using it.

## **Any device, from any location.**

Cx works on any device and has support for mobile working built in. So your teams can access the information they need when they're visiting residents, doing surveys or inspecting properties. And wherever they are, they can update Cx directly, with no need to travel back to the office to rekey or upload data.

## **Integration with Microsoft applications.**

Cx integrates with Office 365. So it's easy, for users to incorporate Cx data into Word documents; or for your organisation to use SharePoint as an efficient, affordable document management system.

## **Customer engagement.**

Integrated CRM and communications management capability allow you to communicate with your customers in their preferred way, supported by a full history of your interactions with them.



**Cx is much more interactive and modern, it works well with Teign Housings' requirements. It provides an amazing platform for our digital future."**

Karen Johnson,  
Head of Corporate Services,  
Teign Housing



# Cx - a 360 degree view



## Single view

Puts information at your fingertips and is easy to navigate for rapid access



## Quick find

Uses an intelligent search and dynamic filters to quickly display relevant information



## Data capture

Integrated eForms to capture information, signatures and images.



# Benefits of Cx

Cx will deliver benefits throughout your organisation, including:

## Everything in the one place

Cx combines a single view of resident and property data with intuitive screens and processes to make everyday operations more run smoothly

## Online self-service

Cx makes it easy to provide portals for residents and contractors. As well as meeting customers' expectations for always-on access to your services, you'll make interactions easier and more cost-effective

## In the cloud – quick to set-up; easy to expand

Cx is cloud-enabled, so you don't need to worry about infrastructure or hosting, updates, or providing costly remote access solutions for mobile workers

## Agile and always on

The freedom to access Cx from any location or device will help to boost productivity

## Ready for the future

Cx helps you keep pace with technology, it's designed for easy integration using open APIs. So, if you want to integrate with a corporate CRM or portal, save documents in the cloud, connect with chatbot's or facilitate web chat, it's simple.



**We chose Civica's Cx Housing & Asset Management digital platform as they provide the integrated management capabilities we needed a solution where our employees & customers could engage in a more flexible & agile way while allowing us to integrate new & emerging technologies in the future.**

**It will support us in achieving our ambitious goals - more than 50% of our customers transacting online & increasing our group operating margin by 25% by 2021."**

Andy Willetts,  
Executive Manager,  
Community Housing Group

# Nine platform features to accelerate productivity

Cx helps your teams to deliver responsive services to your customers, more effectively and efficiently.

## **CRM.**

CRM functionality lets you manage information about your customers and their households to help you provide the services they need and track every interaction

## **Communications engine.**

Use the communications engine to manage each customer's preference, including type/channel and language

## **Mobile.**

Get full access to Cx from any connected device, in any location

## **eForms.**

Individuals can work offline using eForms to capture information while out in the community

## **BI reporting.**

Empower users by giving them the information they need through in-built dashboards with user friendly BI reporting and a wide range of standard reports

## **Appointments and scheduling.**

Schedule across your workforce using in-built diary appointments and scheduling to maximise efficiency, while delivering a better customer service

## **Self-service.**

Provides you with an online tool so your residents and contractors can quickly access information, update details and request services

## **Workflow.**

Automate processes through smart workflows to give the right task, to the right person, at the right time

## **APIs.**

Simplify your integrations with 3rd party applications, services and platforms through Cx's wide range of open APIs.







**We can now move away from a lot of time-consuming manual processes and will reduce our staff processing time by around 40%. We have also eradicated the need for spreadsheets as all of our workflows have been put into Cx, which in term will reduce the level of risk and errors associated with manual processing."**

Karen Johnson,  
Head of Corporate Services,  
Teign Housing

# Customer feedback

**//** It will support us in achieving more than 50% of our customer transacting online and increasing our group operating margin by 25%.

**//** Having a CRM is wonderful, it gives me full view of what is happening with our customers.

**//** Cx will become a "one-stop-shop" for as much of our business processes as possible, now that we don't have as many third party applications.

**//** We are decommissioning spreadsheets that filled gaps/plugged holes where the old system didn't have functionality.

**//** Cx is much more interactive and modern. When phase 2 is implemented it will provide an amazing platform for our digital future.

**//** Cx providing open APIs allows us to integrate new and emerging technologies in the future.

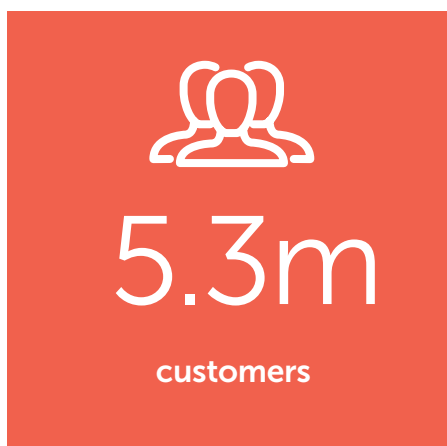


# Smart software to connect housing and people

Civica supports 400 UK social housing organisations as they serve their 5.3 million customers. Cx connects data about residents and properties to help you deliver the levels of service your customers expect and provides critical capabilities to help you and your teams be as efficient, productive and effective as possible.

## Civica by numbers

We work with:



Every year our systems:

2.4m Process over 2.4 million repairs

2.6m Manage 2.6 million properties

7.9m Oversee 7.9 million choice-based lettings bids

£22bn Provide rent & arrears data worth £22 billion



# Cloud software for social housing

Cx integrates seamlessly with other Civica software, providing organisations with a comprehensive, cloud-enabled solution.



## Improve your social housing management with Cx

To find out more and book a demonstration:  
email address: [housing@civica.co.uk](mailto:housing@civica.co.uk)



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