

## Servitor and Civica Mobile

### Transform the management of your repairs and maintenance



#### Servitor Overview

Boost the management of your repairs and maintenance management operation with Servitor. It delivers efficiency savings and improves performance for responsive, planned, voids and cyclical works bringing benefits to the customer, the client and the main contractor.

#### Job Costing and Control

Get better financial and operational control of jobs across all areas of the repairs business. You can enter work requests directly into job management through the client order entry modules, remotely from Servitor Express or an external client system.

It manages jobs from initiation through to completion across multiple clients and contracts. It also caters for fixed or variable charging patterns.

#### Civica Mobile

Send your mobile operatives up-to-date work requests when using a mobile network to connect to Servitor. You can share one or more jobs at a time or update using bulk job dispatch. Access to job and contact details in real-time, as well as complete SOR variations and access stock management. You can get optional modules for gas servicing, e-procurement and timesheet enforcement, with functionality to transfer vehicle stock to another operative.

#### Servitor Express

Manage and gain access to your repairs remotely via a tablet or smartphone with the ability to use schedule of rate items or pictorial options to better diagnosis the repair to be undertaken.

Servitor Express can also be deployed internally to your users to speed up the recording of repairs or can be invoked via your Client Relationship Management (CRM) system.

#### Purchasing and Stores

Improve financial control over repairs related procurements and material purchases ensuring you can set and control spending limits and approve purchases made.

Purchase card capabilities are also available to automate the capture of items purchased by authorised operatives.

#### E-Procurement and M-Procurement

Electronically trade with your selected material supplier to reduce costs and deliver effective material replenishments and manage and report on e-trading activities from purchase inception to final invoice. Consolidated invoices will also reduce processing and reconciliation costs.

#### Programme Maintenance

Generates programme works in advance of tender evaluation, assisting with pricing and budgeting with ease of use for raising multiple jobs, amending contract prices and updating requirements from pre-inspections.

#### Documentation and Communications

Customise and automate communications to keep your stakeholders informed, via their preferred method of contact (SMS, email or letter) or trigger actions from status changes on repair jobs and improve the efficiency of your back office functions.

#### Subcontractor Portal

Simply allocate, monitor and appoint, if required, work given to your subcontractors and view their work details and purchase orders.

It eliminates duplication and aids efficiency by enabling subcontractors to update events and work completed with comprehensive notes made available.

#### Planned and Gas Servicing

Gain greater control of cyclical inspections and services for appliances such as, gas or electrical requirements and deliver efficiency savings via automated appointments and capturing the servicing of appliances via mobile.

#### Additional Modules

- Client and Customer Portals to enable the raising of repairs quickly and efficiently
- Customer information portal to manage and deliver GDPR requests
- Performance and Incentive management to manage operative performance and maximise labour expended
- Client ordering via other systems and CRM's for integrated repairs ordering



## Servitor and Civica Mobile - key features

### Manage your costs

Servitor helps you to monitor spending on repairs and other maintenance services. You can control spend and variation limits, define authorisation levels, and apply different charging models to suite you and your customer.

### Digitise services

You can set up automated communications to tenants and communicate with contractors online. Additionally, Civica Mobile and Servitor web portals allow you to collect photos and electronic forms while on-the-go.

### Make better decisions

Use in-built dashboards alongside customised reports to provide all the information you need to support your business.

### Connected services

Servitor integrates to your other systems through a wide range of APIs or built-in integration, reducing manual intervention and ensuring all your data is accurate and up-to-date.

### Agile and always on

Our web portals allows you to access the information you need, where you need it, via a web browser. The on- and offline capability provided by these portals and Civica Mobile empower your people to do their jobs.

### Automate processes

Built-in features are available to allow you to automate complex checking and processing to avoid lots of manual effort. You can create user-defined workflows to ensure tasks are carried out correctly, by the right person at the right time.

### Configurable and scalable

A wide range of configurable options allow you to operate your business how you require. At the same time, the application platform and architecture allow us to cater for all organisations, from the smallest to the largest.

### Control and auditing

Access control and detailed auditing allow you to ensure correct processes are being maintained.

### Why choose Servitor?


- Efficient administration process and reduce operating costs
- Improve insight with real-time reporting via operational dashboards
- Boost customer services with access to accurate information
- A friendly, knowledgeable team coupled with practical operational experience to support you through implementation and beyond.

### Why choose Civica Mobile?

- Improve operative productivity with instant job updates
- Support for latest Android platforms
- Fully featured administration console to interrogate information and give visibility of mobile devices.

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Properties managed



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