



## Capita Contractor

**With the emphasis firmly on housing, it is essential for organisations to deliver first rate services to its customers, along with software that has the capability to match its vision.**

Many organisations have seen the benefit of maintaining an internal workforce for the delivery of repairs services to tenants, but how do you ensure that you are utilising that workforce in the most efficient manner?

Capita Contractor is a contractor management product that allows your organisation to offer a fully integrated repairs service. Key areas of functionality include:

- Jobs and resources can be tracked and costed at any stage of the job progression cycle
- Integrated Stores Management module including bar coding for stock
- Integrated appointments system
- Integrated mobile module
- Real time integration with the Capita Housing Repairs and Maintenance module.

### What can it do for me?

When jobs are created in Capita Contractor you can record who is doing the work, when it needs to be done by, what materials might be needed and what it will cost. You can track what is happening throughout the lifecycle of the repair and view up-to-date information on all repairs that have been issued.

Capita Contractor includes a Stores Management module which allows your organisation to manage either your own stores, whether they be at your depot or on your operatives' vans, or if you utilise local builders merchants, Capita Contractor has the flexibility to match your needs.

- Full stores management functionality
- Multiple stores capability
- Stock re-ordering and delivery management
- Bar coding for electronic stores issue and receipt

# CAPITA

Repairs appointments are a key requirement of the government's push to enhance customer service in the housing sector. Capita Contractor allows repairs services to be delivered to your organisation's customers by appointment.

## Advantages for your customers

- Offering appointments is one of the best ways to improve customer perceptions of your service
- Any customer calling your organisation can get an appointment when they call
- Front office staff can book appointments knowing the whereabouts of the repair operatives.

## Advantages for your staff

- The software is based on Microsoft Outlook which give it a familiar look and feel
- Less time wasted on calls to empty properties as providing an appointment makes it more likely that the customer will be in.

Capita Contractor has the added advantage of an integrated mobile solution. Capita Contractor with mobile offers the following advantages:

- Operatives receive their jobs via the mobile device so there is no need to visit the depot
- Jobs with appointments can easily be viewed
- Your organisation decides how your operatives receive their work, one at a time or as scheduled
- On-site variations to jobs can be recorded quickly and easily.

Capita Contractor with mobile allows the operative to become truly mobile as the application can also allow the user to issue stores from their own vehicle directly to a repairs job.

For organisations using Capita Housing there is the added benefit that Capita Contractor is fully integrated. When repairs jobs are created in the Housing Repairs module, they appear in real time in Capita Contractor with no delays or overnight interfaces. This also means when jobs are updated in Capita Contractor, either by the operative via their mobile device or by an officer using the system, Capita Housing is updated as well.

Capita customers are already seeing benefits in areas such as:

- Improving job planning and work allocation – this is achieved by using work scheduling and diary slots for each operative
- Increased appointments via the contact centre
- Improved pre-defined orders – first time visit job completion
- Extended working hours – offering evening and weekend appointments
- Phased introduction of handheld computers
- New stores systems - improved back office systems to improve delivery on site
- New van racking systems – plant and infrastructure investment
- Improved material stock on vans – will reduce unnecessary trips to the depot and improve first time job completions.