



Mobile Solutions for Housing

Solutions for mobile working are among the few technologies that are truly capable of transforming public sector service delivery. As such, there are a number of reasons for organisations to consider mobile working.

A field force of mobile workers generating real time information for a single, shared IT system has distinct efficiency advantages. Information is less likely to be duplicated, productivity is increased since workers do not need to return to the office to re-enter information, the use of office space is optimised and delivery of services enhanced, thus making optimal use of staff resources.

Mobile computing provides many benefits to our customers, enabling staff to carry out day-to-day duties remotely, either from home or an on-site location. Capita's mobile solution for Housing delivers the following capabilities:

Housing modules

The Capita mobile computing solution incorporates the business functions of Revenues, Housing Services and Housing Benefits. The Housing service solution offers a suite of applications to enable providers to quickly and easily reap the benefits of mobile working.

Return on Investment Consultancy

Capita's Return on Investment service is a consultancy-led engagement to assist and advise the Housing service area on the efficiency gains, service delivery improvements and return on investment (ROI) through the introduction of mobile working technology.

Repairs and Inspections

The repairs application provides Inspectors with a simple, easy-to-use tool to complete all pre, post and void inspections whilst on site. Any updates or changes will update the core Housing Repairs system, which means tasks can be completed remotely, removing the need for Inspectors to go back to the office to re-enter information into the core Housing Management system. An inspector also has the added benefit of being able to raise a works order whilst out on site, with details of schedule of rates and contractor information being available.

Arrears Management

This application supports officers in the management of tenancy arrears, providing the tools to conduct rent assessment interviews in tenants' homes. The officer has comprehensive access to detailed financial information enabling them to establish the best course of action with the tenant.

CAPITA

Contractor

The mobile contractor module has been developed in conjunction with the core integrated Contractor Management product. This allows mobile operatives and inspectors to record job variations or new jobs more efficiently and accurately.

Customer Service and Estate Management

This application has been designed to support officers in their day-to-day estate management duties, improving customer service by providing timely access to information.

About Capita Mobile Solutions

Capita Mobile Solutions offers a range of software applications to support remote and field-based workers. Our solutions provide the catalyst to help local authorities transform service delivery whilst realising efficiencies and improving productivity. Understanding the mobile world is at the core of our business and we apply our extensive knowledge of back-office processes to develop robust, reliable and secure solutions to mobilise your workforce.

Having initially specialised in the development of applications for Revenues, Benefits, Housing and Education, Capita Mobile Solutions' portfolio now also includes the ability to mobilise any application customers may wish to access in the field, thus providing a truly corporate solution, in addition to incorporating a range of services for business consultancy, support and managed services.