



Mobile Solutions for Housing Repairs and Inspections

With mobile working becoming more commonplace organisations are quickly realising that services delivered via mobile devices are among the few technologies that are truly capable of transforming how services are delivered. As such there are a number of reasons why organisations should consider mobile working.

Mobile workers using handheld devices for real time service delivery has distinct efficiency advantages, these include; reduction in information duplication, productivity is increased since workers do not need to return to the office to re-enter information and delivery of services is on the front line, where it really matters.

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.

Repairs and Inspections

The repairs application provides Inspectors with a simple easy-to-use tool to complete all pre, post and void inspections whilst out 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.

The application is intended to provide repairs inspectors with ability to;

- Schedule their workload
- Access property details and repairs history
- Conduct pre-post and void inspections
- Conduct customer satisfaction surveys
- Raise maintenance orders for properties.

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.