

SYSTEM KEY BENEFITS

Servicesoft Contractor is a comprehensive 'work management business system' specifically designed to make the management of heating and electrical contracts more efficient and cost effective. Through an innovative and unique application of technology Servicesoft offers Heating and Electrical contractors with the immediate benefits of significantly reduced administration costs.

Provides an excellent tool to aid with external audits, helps to show adherence to standards, job qualifications, no access workflow procedures and compliancy procedures. The system incorporates current legislation for heating and electrical inspection certification.

Automatic service and re-appointment scheduling

Creates service appointments in seconds, ensures no Landlord property is missed and matches engineer's skillsets to housing stock, ensures the walk order is the most cost effective. Efficiently manages multi-fuel properties to the correctly skilled engineers. An SMS service is used to text tenant's reminders the day prior to the appointment resulting in fewer no access.

Automated no access procedures

The system workflow steps ensure that the specific Landlord procedures are followed automatically and referrals are processed without manual intervention.

Mobile Working and Electronic Certificate Generation

Engineers receive jobs and enter inspection results directly into the Servicesoft App while on site on their smartphone. Photos can be taken to prove that checks have been performed or a no access card was left. The tenant and engineer signature is captured at source. Certificates are generated once the inspection results have been synchronised, therefore no manual paperwork is produced.

Parts Ordering module

The parts ordering module receives ordering information directly from field engineers on site. The system can be configured to allow orders to be placed directly from the field engineer or can be held and processed by a central ordering team. The system automatically allocates resource once parts are available.

Electronic integration

Seamless data exchange with the Landlord's housing management systems. Housing stock changes, job and appliance details exchange automatically resulting in dramatically reduced administration between all parties and paper based systems are eliminated. Voids processing and the Referrals process are fully automated negating phone calls and email enquiries. Landlords have transparency of information.

Speed of setting up new contracts

The system has been designed to import property and appliances details within minutes. To complete the process a contract setup wizard is run to enter no access procedures, additional device checks and any new engineers. When the Housing Management link has been set, the contract is online and ready to go.

Instant KPI's

Immediate central statistics with Key Performance Indicators on reports such as Reactive job responses, operative performance statistics, access rates, performance to plan and compliance percentage.

Corgi CDMS integration

All certification is centrally stored and automatically verified by the Corgi CDMS system which provides piece of mind and guarantees validity. This ensures all certificates are checked and compliant saving hours of supervisor checking time.

System and data security

The system is web based and hosted on the Microsoft Azure cloud platform. This provides the highest level of security, protection and guaranteed system up time.