

## Your digital platform for social housing

Empowering Housing organisations to deliver services more efficiently and drive digital communications.

## Supporting your whole organisation

Cx Housing is a cloud-enabled, scalable solution that allows you to deliver vital housing services to your tenants. It provides you with the key functions you need to run your business, such as rent accounting and arrears management, repairs, allocations with an in-built CRM, communications engine, graphical workflow and E-Forms, plus an extensive set of reporting measures.

We've developed Cx in partnership with housing professionals - placing tenants' at the core so our software delivers exactly what a modern Social Landlord requires.

## Accelerates your digital and cloud strategies

Our cloud-enabled Cx Housing software is securely managed in Azure. It supports your organisational goals to drive the digital agenda while minimising your capital expenditure, without reducing key functionality. Opting for a fully managed solution means you don't need to worry about having the technical infrastructure and expertise to keep your housing software running. We will take care of that for you, so you can focus on delivering housing services and business-critical tasks.

## Easy to procure

Buying our software is straight forward. You can easily purchase Cx Housing via a range of government procurement frameworks or via a direct award with us. Once you're up and running, you'll benefit from using the latest version and have access to unrivalled support. There's no costly and time consuming upgrades – just highly functional and reliable software.

## Cx – your digital platform for social housing



Drives efficiencies



Minimises cost



Reduces risk

## Main benefits:

- ▶ Supports digital, customer service and cloud strategies
- ▶ Improves user and tenant experience
- ▶ Drives efficiencies through rich functionality allowing consolidation of multiple systems
- ▶ Improves operations through flexible and mobile working
- ▶ Supports the delivery of responsive customer services, on/offline, using any device
- ▶ Accelerates decision making with extensive reporting & dashboards
- ▶ Frees up time, space and resource by removing the need for costly infrastructure, support and upgrades
- ▶ Minimises risk with guaranteed uptime, performance and security

# Four powerful features of Cx Housing

## Seamless communications

You can take control all your inbound and outbound communications, from a variety of sources, including SMS, email, letter and twitter. Your customers can define their communication preference and language so you can tailor each communication so its relevant to the audience.

It also has standard integration to Office 365 which also simplifies ease of use for communications.

## Mobile working

Allows your officers or operatives to receive, update and complete tasks on and offline. The easy to use app allows tasks such as, inspections, visits and works orders to be completed while working in the community. This maximises resource time with no need sync to a back office system or duplicate data.

Our mobile solution is provided as part of the overall Cx Housing platform - rather than being a bolt on allowing features such E-Forms to be used to capture information.

## Capturing information via E-Forms

Users can create any type of custom form to simply capture or update customer information. You have the ability to read existing or collect new data, capture electronic signatures and photos, use the form offline or publish to a customer portal and drive a service request.

The E-Forms designer is simple to use empowering your staff to build forms and processes to meet your business needs now and in the future, at no additional cost.

## Intelligent workflow

Simplifies the build of any workflows needed by 'dragging and dropping' the required building blocks to form a business process. The blocks include; tasks for completion, milestones, delays, decisions, communications and E-Forms.

This unique and easy to use graphical workflow tool gives you the freedom to create any workflow, at no additional cost, ensuring your business processes are always up to date.

“ We wanted to streamline our software into one main database. Bring additional functionality such as, mobile working to improve our communication with tenants and reduce costs. We have achieved all of this and more!.”

**Brendan Fowler, Director**  
Prospect Community Housing

**Book a demo:**

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