

CIVICA

Transforming the way you work

Servitor

Civica
housing
repairs
management
solutions

Improve the efficiency of your repairs service



About Servitor

Servitor is Civica's integrated housing repairs and maintenance management solution, designed for both client and contractor. Functionally rich and highly configurable, the application can be used to drive through efficiencies and performance improvement for responsive, planned, voids and cyclical works. Tools and alerts embedded into the system enable focus on key tasks via our innovative dashboards and workboards to provide improved service and effectively manage job progression and workload. Servitor also maintains full job costing at summary and detailed levels in order to analyse costs and profitability.

The solution is fully integrated with Civica Mobile to further increase operative productivity by automating the requesting and recording of work details while out in the field. Work can also be automatically appointed and allocated to operatives using Kirona's DRS technology and assigned jobs are sent to the operative's mobile device. Through the subcontractor portal, jobs can be received and progress updates provided, with a Servitor dashboard to monitor subcontractor performance.

Servicing requirements including gas, electrical, smoke detectors, lifts, and a wide range of other types can be managed through Servitor, including generation of appointment, reminder and action letters.

Servitor supports out of the box integration with various client systems, finance systems, asset management systems and diagnostic tools. Interfaces for eProcurement of outsourced materials with merchants including Jewson and Travis Perkins are also available. A comprehensive package of webservices are available for additional integration or to provide plug-in interfaces to online repairs functionality on external web portals.

The Servitor Express web application is a complementary product providing core functions to internal users, or for field-based officers/operatives via laptop, tablet or smartphone with browser capability.

Servitor also provides functionality for managing highways maintenance, grounds maintenance, refuse collection, street cleansing, and building cleaning along with many other ancillary functions.

Civica Housing

Working with
250
social housing
providers



Processing over
2 million
repairs



Helping more
than **7000**
housing repairs
professionals in
their jobs every
day, including
over 3000 mobile
operatives



Modules and functionality

- > Job and resource management
- > Job entry and/or interfaces from/to Client System(s)
- > Native integration with Civica Mobile, or mobile gateway for third party mobile applications
- > Responsive, voids, planned and cyclical works
- > Gas servicing
- > Electrical, lifts, and other service types also supported
- > Programmed works for raising multiple jobs such as planned refurbishments
- > Repetitive Services including grounds maintenance, refuse collections and building cleaning
- > Pre and post Inspections
- > Servitor Express for internal/external web access by staff to core functions
- > Subcontractor portal and management dashboard
- > Stores and purchasing, including multiple stores and imprest stocks
- > E-Procurement integration with external stores merchants
- > Tenant facing web portal for raising and viewing repair information
- > Performance and incentive management
- > Customer survey capability via letter, phone or mobile application
- > User dashboards and workboards
- > Finance Dashboard
- > Management Information reporting
- > Optional Integration with Diagnostics tools such as Keyfax and with Kirona's DRS application
- > Fully configurable business structure definition for optimal management
- > Handles multiple clients, multiple contracts, and variable charging patterns
- > Record (or interface) location, tenant, red flag and asbestos details
- > Full job costing with summary and detailed analysis.

Customer Success Magenta Living

Magenta Living (ML) selected Servitor to assist improving the efficiency of the responsive repairs and maintenance function. The Servitor solution has helped ML to deliver a better level of response to its tenants through the optimisation of resources, increased productivity of operatives and accurate management information to inform decision-making.

Productivity
increased



Customer
satisfaction
over 95%



Over 40
responsive
repairs mobile
operatives



“The system, has improved the efficiency of maintenance technicians by providing staff with faster information about repairs.”
Head of Business Improvement and Support

CIVICA

Transforming the way you work



Cert No. 663
ISO 9001
ISO 14001
OHSAS 18001



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