AccuServ

Automates - Escalates

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AccuServ delivers 'best-in-class' Housing Repair Management Solutions for Housing Organisations and Contractors.

Continuing budgetary pressures demand that all resources in an Organisation are used for optimum efficiency.

AccuServ delivers by automating many tasks that usually require manual intervention. Our dynamic escalation warning system ensures resources are applied when and where they are needed;
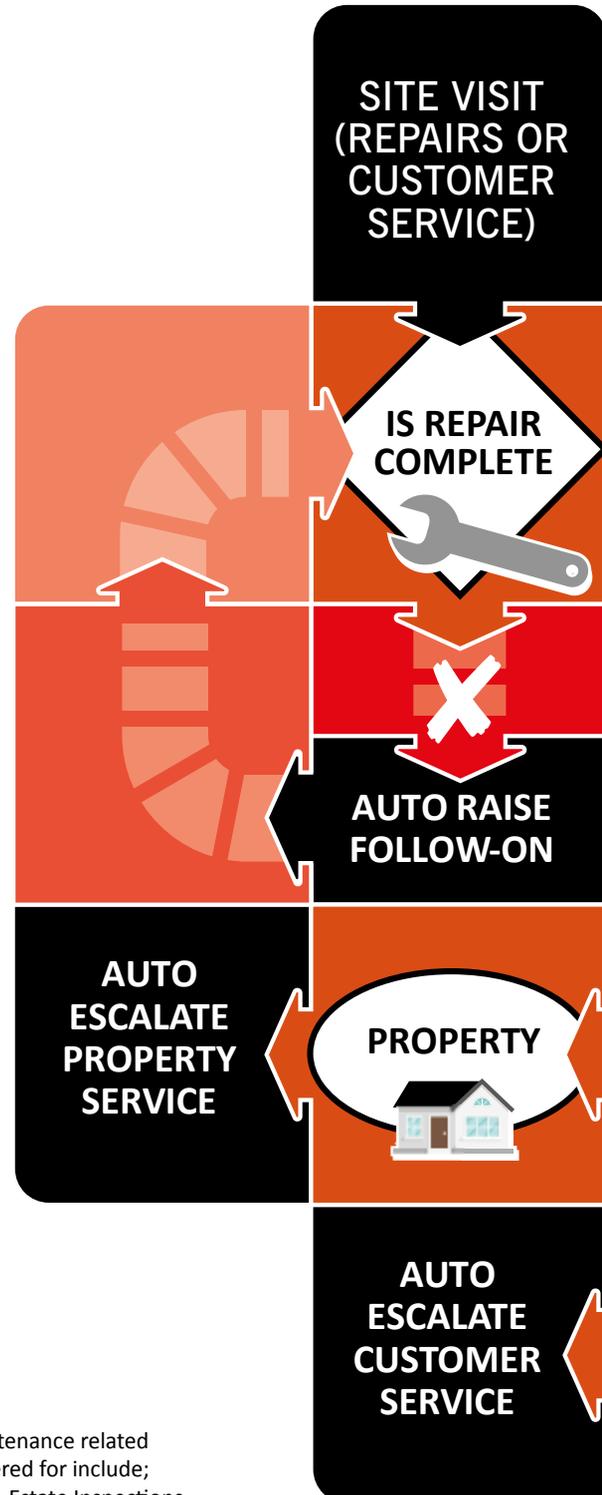
- **Automated Workflows**
- **Automated Scheduling**
- **Automated Job Completions**
- **Automated Issue Escalation**
- **Automated Van Stock Replenishment**
- **Automated Job Costing & KPIs**
- **Housing & Asset Systems Integration**
- **Stock Control & Supplier Integration**
- **Responsive, Voids, Cyclical, Planned Works, Planned Maintenance, Gas, Ground Works**
- **Certification & Compliance**
- **Fully Integrated Mobile Solutions**
- **Incident Management**

"BUT IT ISN'T JUST REPAIRS"!

AccuServ is also a workflow solution! Any business related activity that has a series of tasks associated with it can be pre-defined in AccuServ. The outcome of any task can trigger further tasks to follow the pre-defined processes and cater for "what if" scenarios, as per the workflow definition. Voids, Cyclical, Gas, Planned Works and Grounds Maintenance are all examples of complex work types currently catered for in AccuServ.

Other non-repairs and maintenance related organisational activities catered for include; Customer Welfare meetings, Estate Inspections, Complaints processing and Commendation Management.

All such tasks can have associated forms on smart phones or tablets and will update information back to the main AccuServ system including the capture of signatures and photographs.

SITE VISIT (REPAIRS OR CUSTOMER SERVICE)

IS REPAIR COMPLETE

AUTO RAISE FOLLOW-ON

AUTO ESCALATE PROPERTY SERVICE

PROPERTY

AUTO ESCALATE CUSTOMER SERVICE

Automated Workflows

AccuServ manages all aspects of repairs and maintenance across all trades.

AccuServ templates can be created for each of the work programmes. They are designed to match and automate the Clients' internal processes and procedures, thus ensuring your defined workflows are followed.

AccuServ jobs are made up of a series of tasks representing 'internal' or 'onsite' activities. These tasks are raised for each activity to be carried out against a job. Examples of AccuServ job tasks include pre & post inspections, onsite visits, letters to clients or residents, job variations and surveys e.g. Customer Satisfaction.

All tasks from any work programme can be manually or dynamically planned and scheduled, and then automatically sent to an Operative's mobile device. Forms on the mobile device are designed for each task. The Operative is guided through each task to completion stage. AccuServ automatically captures the labour costs, material updates, job codes completed, variations made, and any follow-ons and incidents to be processed. The data captured is fed back into the predefined workflow thus automatically moving the job on to its next stage and issuing notifications and escalations as defined.

Within any single job, tasks can be assigned to PAYE Operatives, Sub-Contractors or internal admin teams. Completed tasks are fed into other AccuServ systems such as Operative Payment Processing and the Sub-Contractor Payment System.

AUTO COMPLETE JOB

INCIDENT OBSERVED ON SITE?

IS IT CUSTOMER OR PROPERTY?

AUTO RAISE INVOICE

CUSTOMER

Responsive Repairs

Responsive repairs can be raised directly in AccuServ using our own rapid job entry screen, integrated diagnostic tools or via AccuServ interfaces with HM and CRM systems.

Based on the repair type entered and the predefined workflow applied, jobs are assigned their priority and target date. Thereafter, AccuServ manages the lifecycle of the job, from creation through to completion and invoicing.

Voids & Planned Works

Voids and Planned works can either be raised directly in AccuServ, via a HMS interface or imported direct from an external source e.g. spreadsheets of programmed works.

AccuServ offers customised user definable templates that allow the organisation to map each of its workflows. When raising complex multi-task jobs, these templates are applied automatically, thus ensuring the correct tasks needed to complete the workflow have been created.

The AccuServ advanced planning tool allows management to view current workloads. AccuServ recommends the best teams or Operatives for planned tasks based on skill and suitability – ensuring individual job tasks are completed on time to ensure the overall job target date is met.

Planned Maintenance & Compliance

AccuServ includes a compliance solution originally built around Gas Safety but adapted for any work programme that has compliance element e.g. electrical checks, lift servicing, fire alarms and legionella. There is a dedicated dashboard which gives users full visibility of any on-going works programme compliance. Full drill down is available to the property, job or task.

Cyclical

A table of cyclical templates can be created and related to each individual property. Each cyclical template is associated with an organisational workflow. The jobs tasks defined in the template are raised automatically as and when required. These job tasks can then be planned and scheduled manually or dynamically, and assigned to a specific Operative, team or Sub-Contractor.

Ground Works

Similar to cyclical templates, grounds works templates can be created and related to each site. Ground works templates can be quickly and easily configured/replicated to reflect the different seasons. Jobs arising from these templates can be flagged to auto-complete if required. This reduces admin tasks where an assumption is made that the job is complete unless advised otherwise.

Incident Management & Escalation

During any type of visit, property or customer issues or incidents can be recorded and flagged for attention in the AccuServ system. For example, new customer vulnerability can be flagged by the member of staff during or after a visit. This raises an "Incident event" flagged for attention which can automatically be escalated via email or SMS to the Management Team.

Interfaces and Integration

Key to the success of AccuServ is our ability to integrate and interface. Housing management solutions, Asset Management, Suppliers, Contractors, Scheduling, Mobile Solutions, Diagnostic tools and payment cards are all integrated with AccuServ. AccuServ provides the gateway for data exchange between many of these solutions that traditionally are difficult to seamlessly integrate. AccuServ is one of the few repairs systems that have a comprehensive two-way interface with most of the HM
systems in the marketplace e.g. Orchard, Northgate, Open Contractor and ActiveH MIS.

AccuServ has an extensive web service that enables integration with 3rd party systems. We are also able to "consume" web services (WSDL) from other applications and provide seamless integration.

Automated Scheduling

AccuServ has a planning tool that is fully integrated with Google Maps©. This allows Planners to efficiently allocate jobs to the most suitable Operative based on their skills, location and existing workloads.

AccuServ uses the concept of scheduling buckets whereby job tasks are assigned to user defined buckets. These buckets are configurable to represent how the business manages its daily workloads e.g. time slot, area, trade and work programme.

The automated scheduler allocates the job tasks from the scheduling buckets direct into Operative's diaries. Planners can intervene as required.

Dynamic Scheduling

AccuServ can be optionally configured to dynamically schedule work to Operatives. Google Maps is integrated to ensure the most appropriate job is assigned to the best placed Operative. Dynamic scheduling can be switched on and off per work programme.
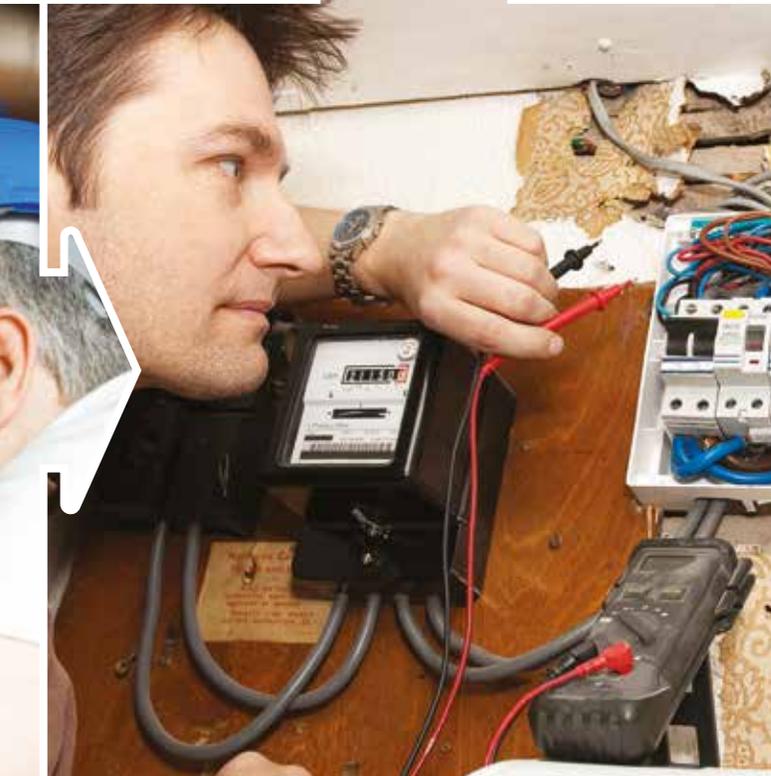
Evolving Day

The Evolving Day dashboard is a visual representation displaying the current position of all 'todays' work as the day evolves. This dashboard is driven with real time updates from the mobiles. Tasks that are moving into jeopardy are highlighted to the Planners using a traffic light warning system.

Emergency jobs are dropped directly into the Evolving Day dashboard and made visible to the planner for immediate action. Planners have the option of dragging and dropping these emergency jobs directly to an Operative diary, or letting the AccuServ dynamic scheduler pick up and assign this work automatically.

Fully Integrated Mobile Solutions

AccuServ offers its own comprehensive integrated mobile solution that has full "off-line" working capability. Forms are available for Responsive Repairs, Voids, Planned Works, Surveys, Pre & Post Inspection, Gas & Oil Servicing, Electrical Certs, Grounds Maintenance, Vehicle Checks, Health & Safety, Risk Assessment and more…

AccuServ is also integrated with several other market leading mobile solutions that can be utilised in organisations where a standard mobile solution has been chosen..

Doorstep Appointments

AccuServ has a 'doorstep appointments' facility. This allows the Operative to offer the resident a follow-on appointment prior to leaving the property – without having to contact the Planners. The Operative can launch an AccuServ diary window that shows the available slots by trade for the next configurable number of days

Incident Escalation

Before, during or after a job, the Operative is able to complete an Incident Report on the mobile detailing incidents or issues with the resident or property. This raises an incident flag in AccuServ which is highlighted to the appropriate Management Team for progression.

Remote Job Logging

Operatives/Surveyors are able to create jobs in AccuServ direct from the mobile device. This functionality can be used to record any job including out-of-hours works, Estate Inspections and walk-about works.

Automated Job Costing & KPI's

All costs are captured at task level on the AccuServ jobs to provide comprehensive and detailed job costing information.

Costs are automatically aggregated at task level and jobs level, and can be reported at numerous levels including Priority, Work Programme, Client and Operative. Costs are split into the categories of Labour, Travel, Materials, Sub-Contractor, Plant and Machinery and Overheads.

Where a fully integrated mobile solution is in place, job costing is processed in 'real-time'.

Van Stock

AccuServ offers a seamlessly integrated Van Stock solution that can be run alongside the AccuServ main stock control or as part of a managed stock service with an external supplier.

Materials used from van stock are directly updated from the mobile device as the Operative completes each job. Each item used is automatically added to the Operative's replenishment list in AccuServ. Depending on the fulfilment solution in place i.e. in-house stores or external managed service, the replenishment is converted to a picking list or a purchase order.

For job costing purposes, as items are used, these are costed directly to the job using actual cost.

Stock Control & Supplier Integration

AccuServ is a fully integrated transactional based multi-depot stock control solution that allows clients to manage their own internal stores.

AccuServ has full EDI integration with several of the leading material suppliers. This supports electronic Purchase Ordering and Good Receipting. AccuServ has a comprehensive Purchase Invoice matching module that allows all incoming purchase invoices to be automatically checked. There is a rigorous error checking system in place that captures and escalates all discrepancies.

Purchase invoices that are cleared for payment can be posted directly into the financial system.

Where the chosen supplier has no EDI interface in place, Purchase Orders can be automatically emailed.

Reporting

AccuServ has two methods of reporting, standard reports and dashboard reports.

Standard Reports

There are over 300 reports written in Crystal Reports from Business Objects (A SAP Company).

These reports cover all business reporting requirements for Operational, Productivity, Efficiency, KPI and Financial reporting.

Dashboards

AccuServ offer a comprehensive web based dashboard reporting solution, Dynamic Ai that analyses business performance on a period by period basis.

The tile style reports can be configured for each work programme with a red/amber/green traffic light system showing all the key business performance targets.

The AccuServ dashboard solution offers trend analysis to support the business decision making process. Each dashboard allows full drill-down to supporting data e.g. Task, Operative, Purchase Order item.

Sub-Contractors

AccuServ offers a fully integrated Sub-Contractor solution. Job tasks can be assigned directly to Sub-Contractors by the Planners and then auto-emailed.

AccuServ has its own Sub-Contractor portal that allows the Sub-Contractor to log on and view work assigned to them. They can update completed job tasks indicating the outcome, time and job codes used. The portal allows Sub-Contractors to raise follow-on tasks and to make appointments. This functionality is configurable at a Sub-Contractor level.

Self-Billing

AccuServ has a complete Sub-Contractor self-billing solution for processing payments on all completed Sub-Contractor job tasks. Once a Sub-Contractor invoice has been agreed and approved for payment it can be posted direct to the backend financial system.

Fleet Management

AccuServ includes a complete Fleet Management system that allows all vehicle details to be captured and monitored. Mileage and vehicle checks can be captured on the Operative mobile devices and updated to the relevant fleet.

Diarised notes can record incidents, accidents and other detail, for example tyre changes. These notes types are system configurable. At time of capturing each note type, the related driver, mileage, cost centre and costs are also captured. This supports detailed reporting by vehicle, Operative and cost centre. This also allows costs to be traced by fleet year, make, model or Operative for example.

There is a continuous background process which monitors failed vehicle checks and upcoming fleet thresholds such as service mileage, MOT, tax and insurance. This process sends a daily email to the intended recipient(s) highlighting the impeding actions to be taken.

Operative Payments

AccuServ supports a number of PAYE Operative payment types representing different schemes for paying Operatives. These range from time and materials, percentage of SOR costs or number of jobs completed.

The Operative payment supports period processing and incorporates other elements such as payments and deductions, purchase cards, bonus schemes and Minimum Earning Guarantee (MEG).

As AccuServ

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