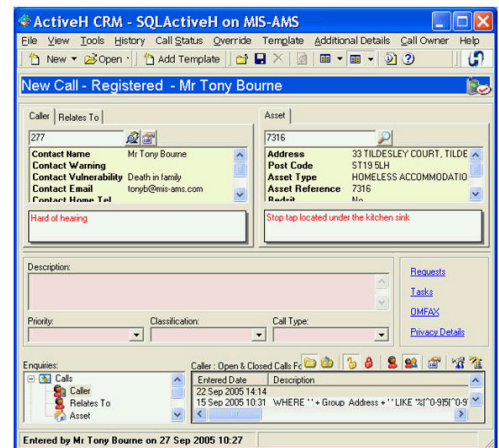




Introducing the complete Customer Relationship Management (CRM) solution for Housing Associations, Councils and other Registered Social Landlords. A fusion of the unparalleled experience of MIS Active Management Systems Limited, together with the marketplace's "Best of Breed" technologies delivering integrated Housing Systems.



The result is a highly stable and scalable system providing at its core a fully integrated multi-user, real-time CRM environment with optional integrated telephony, offering the most feature rich system of its kind, available today.

Integration

ActiveH CRM provides immediate benefits to the organisation, by providing a nexus for all of your interactions with other systems. The application is designed around the management of contact interaction of all types within the organisation. The application is aware of other modules such as rent accounting, repairs and lettings and fully integrates with all these modules. ActiveH CRM maximises the delivery of management control and monitoring information and provides an unsurpassed, unique staff friendly, user interface.

Collaboration

Developed in close collaboration with several housing associations, ActiveH CRM provides a comprehensive solution tailored particularly to the needs of RSL's.

It provides a central contact and asset management information control centre to be used throughout the organisation enabling multiple housing functions and capabilities to be accessed quickly and easily by any properly authorised person.

If you're looking for an easy to use, full Windows product handling contact needs, vulnerability, rent enquiries, estate management issues, frontline response repair logging or are just trying to ensure that your staff have information at their fingertips, then ActiveH CRM is the system for you.

Big enough to deliver, but small enough to care

General Features

- Ease of use and modular design
- Stable system for mission critical environment
- Automatic drill down for contact and tenant details
- Comprehensive asset and property management
- Comprehensive contact, family, vulnerability and other personal details
- Caller snapshot details
- Call processing by pre-determined templates and actions
- Privacy and confidentiality handling
- Call categorisation for classification, priorities and handling
- Call actions by pre-determined templates
- Related calls and actions available
- Related neighbourhood and other estate management features
- Integrated to diagnostic repairs tools (eg Omfax or M3)
- Complaints monitoring
- Automated messaging through desktop tasking, emails and SMS
- Rent enquiry and statement features
- Automatic task escalation and diversion on conditions
- Integrated workflow for user customisation
- Integrated diary
- Generation of letters from Word using templates
- Call analysis and performance enquiries
- Financial integration with external finance systems

Optional Features

- Images may be held against assets or tenants
- CTI/Telephony integration including advanced features
- Integration of ActiveH Housing Process Management
- Handling of noise nuisance, fly tipping, ASBO's, etc
- Integrated to ActiveH Planned and Cyclical Maintenance
- SMS texting out-bound and text message collation on in-bound messages
- Web components available to allow tenant access to on-line statements, etc
- Tabs of additional information can be added by users as required

Reporting and Management information

- Detailed analyses of calls
- Detailed analyses of tasks and task handling performance
- Performance monitoring of actions
- All viewable browser information may be exported to Excel
- Crystal Reports and Microsoft Reporting Services compatible

Designed for Usability

- Full Windows utilising browser and inspector data handling with on-line help
- User definable desktop schemes, integrated tasking and total security
- User customisation through built in Workflow functionality
- Multiple currency, email and SMS texting enabled
- Fully integrated to Microsoft Office products and utilising Word for all letters
- SQL Server 2000/2005, thin or thick client, Citrix and Vista compatible

For more information or to arrange a demonstration please contact us directly.

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