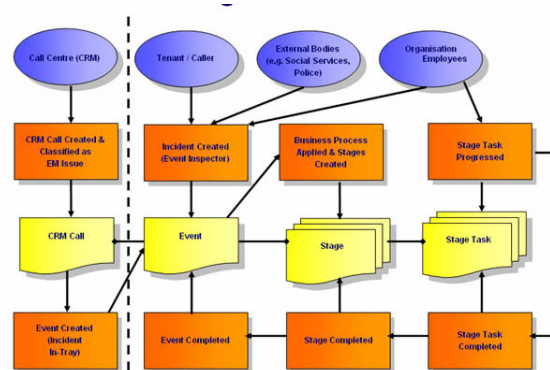


The MIS AMS Housing Process Management (HPM) module takes estate management, and the control and monitoring of anti-social behaviour to a new level.



Where other systems offer a quick isolated solution, HPM offers joined up thinking such that estate management cases can be linked to existing CRM calls providing complete cross referencing and auditing whilst sharing contacts with integrated housing rent and lettings systems.

This integrated approach eliminates the need to constantly re-key, check and correlate information in addition to the benefit of fully integrated workflow for user customisation, which is built in as standard. It also helps to provide a better service to tenants, victims of crime and antisocial behaviour and provides a smooth flow of information throughout the organisation.

The result is 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.

Designed from the basis of over twenty years experience in the Housing system marketplace, the ActiveH HPM application is a system that knows where it is going and is tomorrows standard, available today.

Integration

ActiveH HPM provides immediate benefits to the organisation, by providing a nexus for all of your interactions with other systems, combined with the management of incidents and resources to satisfy timescales set by priority.

Big enough to deliver, but small enough to care

MIS Active Housing Management Systems

Module: **ActiveH Housing Process Management (HPM)**

Rev 02

General Features

- Fully integrated to ActiveH CRM and telephony
- Anti-Social Behaviour perpetrated by or to tenants
- Fly tipping
- Right to Buy (RTB) and Right to Acquire (RTA)
- Crime recording and management
- Noise, nuisance and disturbance recording and management
- Damage to or around communal areas
- Collection and recording of diaries detailing incidents and witnesses
- Complaints and allegations
- Management of breach of tenancy
- Management of drug and substance abuse
- Collation of evidence
- Management of any virtually defined process
- Auto allocation of tasks and actions
- Setting and monitoring of priorities, targets and responses
- Creation of letters, mailings and other ad-hoc documentation
- Recording and monitoring interactions with other agencies
- Extensive audit features

Optional Features

- Process monitoring
- Web components available to allow on-line secure access to information
- Tabs of additional information can be added by users as required
- Use customisation using workflow
- Emails and SMS texting
- Integration to document image processing
- Link to rents, lettings and other ActiveH modules (if required)
- Available as a stand alone module

Reporting and Management information

- Case performance indicators
- Incident reporting
- Full incident audit trails
- Ad-hoc reporting to user defined formats
- Various process analysis reports
- Recording and monitoring performance indicator reports
- User customisable reporting and template generation
- 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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