

Repairs & Maintenance



As organisations look deeper for ways to satisfy the ever growing expectations of their customers, streamlining processes and reducing costs in Repairs and Maintenance becomes a priority.

The MIS Active Management solution, ActiveH Repairs and Maintenance has been designed in close collaboration with over 30 RSLs to address their requirements when managing repairs and maintenance using their own or a contract workforce.

ActiveH Repairs and Maintenance is an in-depth solution starting with the

- input of the request, through
- surveying
- raising of an order
- making an appointment
- order variations
- invoicing and
- post-work inspection

Smarter products, better investments

Software solutions specifically created to maximise building and serving sustainable communities.



In common with all ActiveH modules, the integrated workflow allows for a highly tailored solution in which tasks may be run automatically in response to events or timing triggers being reached. With its cleverly designed and simple to operate user interface and highly configurable workflow, this flexible system can operate in many different ways, to reflect how your business is organised.

Naturally the system integrates fully with all ActiveH modules for example Assets and Workforce Management and other solutions that your business uses.



A secure and robust mobile solution is available for the field-based aspects using a variety of low-cost handheld devices for both operatives and inspectors.

This adds a new dimension and level of responsiveness to the solution and has been shown to dramatically improve productivity.

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General Features

- Request logging and task logging based on Schedule of Rate or narrative work
- Multiple task priorities and multiple Schedule of Rate tables with warranty periods
- Contract management including price uplifts
- Internal (inspector) and external (contractor) inspections supported
- Multiple works orders per original request for work
- Expense coding automated by use of coding maps
- Authorisation limits
- Workflow features to tailor systems to organisational requirements
- Appointments and generation of tenant confirmation letters
- Processing of external contractor documents (invoices/credits)
- Ability to record tenant satisfaction or contractor questionnaires
- Major works defect periods accommodated
- Integrated multi-module diary
- Financial integration with many finance systems

Optional Features

- Integration to repairs diagnostic systems (e.g. Omfax)
- Email and Texting links
- Web components to allow contractors to access via secure web pages
- Seamless document management integration
- Integration to a Direct Labour Organisation using the ActiveH Contractors module
- Links to CRM, Lettings, Rents, Planned/Cyclical Maintenance and other modules
- Support for mobile working

Reporting and Management information

- Works order, tasks and inspection reporting
- Contractor and Key Performance Indicators
- 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 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
- Microsoft SQL Server, thin or thick client, Citrix and Windows 8 compatible

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