

Mobile Working



mis active
management systems

There is a drive for organisations to implement the most efficient working practices and provide their customers with value for money services is and a well managed and efficient field workforce is fundamental to delivering an effective result.

MIS-AMS have built their ActiveH Mobile Working Solution in collaboration with their customers to produce a tightly integrated and highly relevant solution to cover all the activities that take place outside of the office. Developed in a way that offers extensive compatibility regardless of the type of device or operating system that you are using, working on-line or off-line, ActiveH MWS allows you to take the office with you. ActiveH MWS has got all bases covered, with an added attraction of allowing you to support Bring Your Own Device (BYOD).

Built around a common core, MWS consists of several modules that are licenced separately:

CRM

Being able to enquire, action and update information whilst on the road is a key business requirement. Mobile CRM offers access to all parts of the ActiveH system in a real-time environment and full activity history, rent and payment records and agreements, repairs and planned jobs can be seen. Activities can be created that trigger workflows on the host system which produce repair requests, statements, letters or schedule other actions as required. Mobile CRM gives you the ability take your Customer Relationship Management to the next level.

Contractors (Workforce Management)

Provides operatives with the information they need to know about the property and people as well as a work schedule that is to be managed by them. Real time job monitoring and job costing analysis is also made available allowing you to see and track resource availability, as well as manage your workforce efficiently.

Surveyor

Whether it is estate management or stock condition surveys, our surveyor solution allows you the flexibility to create surveys that are unique and relevant to you. With automatic posting back into the ActiveH system removes the need for double entry and keeps your system truly up to date.

Tasking

Our tasking system allows you to keep track of key events where time is critical. With the ability to track where a task is up to, who currently is the owner of the task and how the task has moved through the business.

Call us now for a free consultative meeting with one of our highly experienced housing systems consultants and receive a free report on the future of Housing Systems.



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Mobile Working



Key features of ActiveH Mobile include:

- Platform independent, with capability to be accessed on any smartphone, tablet or laptop with an HTML5 compliant browser.
- Seamless integration with the central ActiveH system, with updates passed to and from the relevant modules, as repairs, surveys and tenant visits are carried out and completed.
- Full online and offline capability, ensuring uninterrupted usage, regardless of network coverage.
- Our Resilient Data Transfer Layer (RDTL) layer ensure all data is accurately synchronised regardless of mobile data coverage.

CRM

- Household and tenant details (for selected tenants for the specific user)
- Full contact management
- Access warnings and restrictions
- View and update all demographic, contact and warning data
- Create new contacts and members of a household
- View rent statements, agreements and method of payment
- View all inbound and outbound calls
- View repairs and planned jobs
- Create new activities using the same CRM templates as on the desktop
- Household diary with photo capability

Contractors (Workforce Management)

- View all jobs allocated to the user
- See warnings related to property and tenant
- Job travel timer
- Job duration timer
- Create new job line (variation) with narrative text or from SOR.
- Partially or fully complete job line or job.
- Restart job after rest period or next visit.
- Collect tenant signature and satisfaction rating
- Job diary with photo capability

Surveyor

- Surveys can be planned and created at the desktop
- Ad-hoc surveys possible at any time
- Multiple part surveys
- Narrative, select from drop-down or numeric responses.
- Can take photographs as part of survey
- Surveys can be general, for example Estate Walkabout
- Surveys can be specific, for example gas safety certification.
- Automatic or manual posting back into desktop system to update stock condition
- Posting can trigger workflow, for example gas certificate creation and email to tenant or alerting of maintenance team to graffiti or abandoned vehicles

Tasking

- Creation of new tasks and actions
- Update and completion of tasks received

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