



## Mobile Solutions for Housing Estate Management

Solutions for mobile working are among the few technologies that are truly capable of transforming public sector service delivery. As such, there are a number of reasons for organisations to consider mobile working.

A field force of mobile workers generating real time information for a single, shared IT system has distinct efficiency advantages. Information is less likely to be duplicated, productivity is increased since workers do not need to return to the office to re-enter information, the use of office space is optimised and delivery of services enhanced, thus making optimal use of staff resources.

### Customer Service and Estate Management

This application has been designed to support officers in their day to day estate management duties, improving customer service by providing timely access to information for:-

- Housing advice
- Managing ASBOs,
- Managing nuisance cases and complaints
- Completing estate surveys
- Dealing with general tenancy enquiries
- Managing Streetscene reports e.g. abandon cars/faulty streetlights/lawn cutting
- Tenancy reviews

### About Capita Mobile Solutions

Capita Mobile Solutions offers a range of software applications to support remote and field-based workers. Our solutions provide the catalyst to help local authorities transform service delivery whilst realising efficiencies and improving productivity. Understanding the mobile world is at the core of our business and we apply our extensive knowledge of back-office processes to develop robust, reliable and secure solutions to mobilise your workforce.

Having initially specialised in the development of applications for Revenues, Benefits, Housing and Education, Capita Mobile Solutions' portfolio now also includes the ability to mobilise any application customers may wish to access in the field, thus providing a truly corporate solution, in addition to incorporating a range of services for business consultancy, support and managed services.