

CAPITA



Work Tray

Work Tray is a brand new work allocation and organisation tool that sits at the heart of Housing. It can be linked to an industry leading end-to-end workflow based business process management product. This provides customers with the potential to:

- improve customer service
- lower process costs for high volume processes
- enhance control or governance for critical processes, such as management of gas safety testing.

What is Workflow?

Academy Housing manages and displays information to users, but it is the users themselves - with very few exceptions - who must look for outstanding work, organise and prioritise their work and ensure that deadlines to deliver services to tenants are met.

With workflow in place, the system has a much greater knowledge about how services are delivered, using a diagrammatic process map. Academy will provide these maps or license customers to produce their own processes.

Having defined all stages of the process, Work Tray uses job roles to define where the work is to be allocated - either to a group or a single person. There are many options available to automatically allocate work. For example, Work Tray can pass the case to the person who is registered as trained in that area and has the least amount of outstanding work in their 'work tray'.

This brings about a fundamental change of relationship between Academy and the user, as the system is able to play a more active role in the management of cases - automating stages (such as dispatching emails at crucial points), routing work to employees and reminding staff of overdue cases.

Work Tray

All work in Academy Housing modules is collated and prioritised into a single screen in Work Tray. The allocation of work and the transfer of work between staff can be automated. This speeds up the passing of work between staff and reduces the overall time taken to deliver a service; promoting teamwork and reducing departmental barriers. Rather than users having to find work, the system presents work to the user in the form of a 'work tray'.

This is the gateway to full workflow. For organisations wishing to move towards a service culture, where employees focus upon teamwork and managing their casework, Work Tray can be used in manual mode (without process maps) to simply collate work. Once this is accepted amongst staff, the organisation can go on to start using simple processes i.e. to automatically produce acknowledgement letters.

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Graphical process maps

These are computer generated flow charts displaying how key services are to be carried out. This simple-to-use tool allows real time mapping of business processes, providing a powerful tool to realise improvements in existing processes. Anyone familiar with other flow charting tools will find this easy to learn and simple to use.

Unlike normal flow charting packages where organisations rely upon their staff to read and enact the chart, the key benefit with workflow is that the computer uses the flowchart to determine which options exist to route cases.

Process Templates

Capita Software Services has adopted a component-based approach to workflow development, providing templates of current Academy Housing business processes. These templates provide a basic workflow for areas such as arrears, repairs, voids and customer services. The templates can be added to - creating a truly bespoke solution to match your exact requirements.

Audit trail (Case History)

Ever wished that every time someone in your department delivered a service, a case history was always created? With workflow this comes true.

Work Tray ensures that all users are fully aware of any outstanding work, and the associated timescales and standards. You can also easily look back at an individual case and see how and by whom it was handled - invaluable for helping to resolve complaints.

With the detailed audit trail and powerful management reporting tools within Work Tray, areas of weakness in the business can be quickly identified and responded to in a more effective manner.

Configurable

Of course, all these areas need to be configured to ensure that they match your organisational aspirations as to how services are delivered. The key processes are intended to act as a template from which you can develop your own solution, tailored to your needs.

Benefits

- Business operations are easily managed, changed and improved
- Simple to use, allowing a quicker training turnaround for new users
- Users clearly understand what should be going on, who should be executing which procedures and which policies are applied
- Business processes and underlying infrastructure can be designed with the future in mind so that they evolve within the rapidly changing housing sector
- A process-centric organisation knows where to find indications of on-target performance and of performance failure
- Identifies automation opportunities and automates repetitive manual tasks
- Promotes a shared understanding of processes and accountability
- Fewer customer requests are forgotten or delivered late
- Responsibilities are clear and participants understand their role and how their actions impact and rely on others.