



Strategy

Performance management

Customer service improvement

Customer service improvement suite

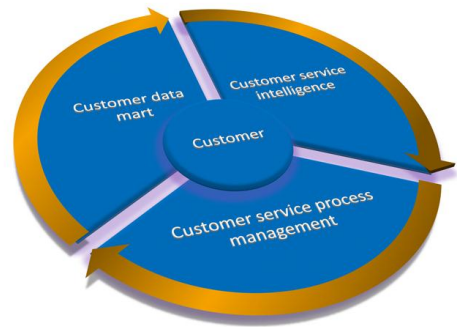
1 Contents

2	Overview	3
3	Customer service process management	4
3.1	The customer service process management module enables you to:	4
3.2	Customer service process management module illustrations	4
4	Customer service intelligence.....	5
4.1	The customer service intelligence module enables you to:	5
4.2	Customer service intelligence module illustrations	5
5	Clearview data mart.....	6
5.1	The benefits of the Clearview data mart:	6

2 Overview

RSLs and ALMOs need to continually improve services for their customers. In many cases housing providers' performance information shows they need to improve their service delivery, but they have no tools to give to their front line staff to enable them to achieve this.

The **customer service improvement suite** gives front line housing and maintenance staff the tools they need to achieve this performance improvement.



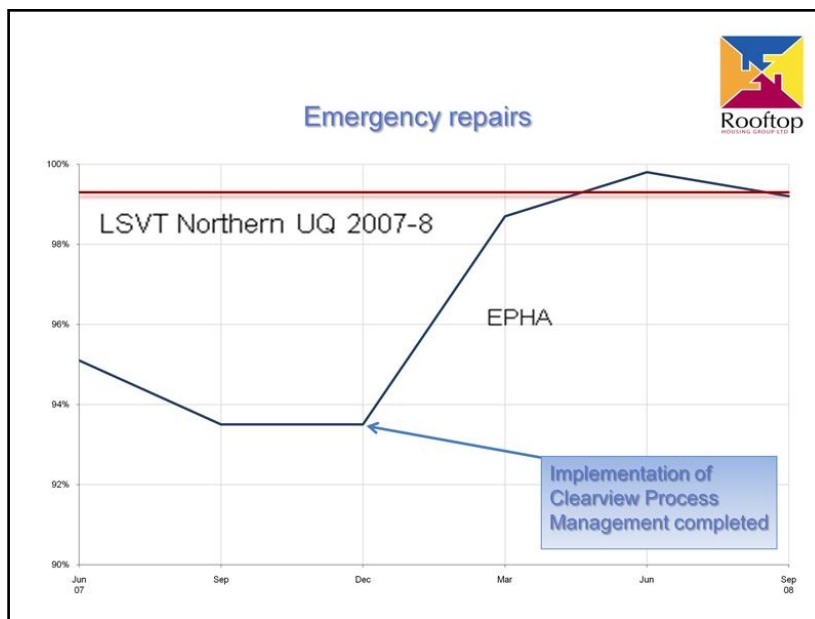
“Income collection and management is supported by an effective IT system [Clearview customer service process management]..... escalation is monitored by exception and the system provides the association with an accurate picture of arrears, housing benefit and staff performance. This enables it to target action effectively” – Audit Commission Inspection Report

The **customer service improvement suite** provides information for three key processes:

- Income management;
- Voids and lettings; and
- Repairs and maintenance.

In each case the suite provides an analysis of both the processes involved and the underlying data, highlighting areas where improvements in both service delivery and outcomes for customers can be made. All the information required is drawn from core IT systems including housing management, asset management and repairs systems.

The introduction of the **customer service improvement suite** can have a major impact on service delivery performance:

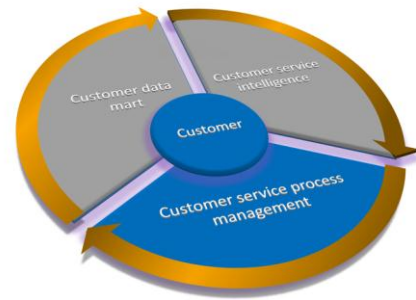


3 Customer service process management

The **customer service process management module** has been developed to provide a comprehensive range of process performance information for housing providers.

The module identifies and highlights ways for front line housing and maintenance staff to improve customer service processes to deliver significantly improved outcomes for customers.

The module draws all the information it requires from existing IT systems, and does not require any other data input.



3.1 The customer service process management module enables you to:

- Provide a common view of data across the organisation;
- Establish if the service meets your customers' requirements and expectations, identifying any weaknesses;
- Report on the efficiency and effectiveness of your customer service processes;
- Address weaknesses by developing and testing processes, driving continuous improvement;
- Equip staff, from directors to housing officers, with the tools to improve performance across your organisation; and
- Report by exception.

3.2 Customer service process management module illustrations

Home
100%
Find | Next
Select a format
Export

Select an area and report

Repairs

Contractor league table

Selected report options

Start date: 01/04/2008 End date: 16/02/2009

Organisation: All

Trade: All

Officer: All

Job type: All

Contractor group: All

Question: All

Patch: All

Priority band: All

View report

Contractor league table

Start date: 01 Apr 2008; End date: 16 Feb 2009; Organisation: All; Trade: All; Officer: All; Job type: All; Contractor group: All; Contractor: All; Question: All; Patch: All; Priority band: All

Contractor description	Number of jobs	Total cost (£)	Completed in time (%)	Not reworked (%)	Not varied (%)	Customer satisfaction (%)	Overall performance (%)
1 BUILDN LIMITED							
2 GHILT D							
3 LIFTS UI							
4 BUILDIN							
5 ENVIROI							
6 ENGINEE							
7 SWMMIR							
8 PAINTER							
9 HWV LI							
10 MARTIN							
11 PROPER							
12 LOCAL IMPROV							
13 TREE & I							
14 HEATINK							
15 TELECO							
16 HOME S							
17 MNO LIM							
18 JKL ASS							
19 SECURIT							
20 123 LTD							
21 JOE'S C							
22 ENVIROI							
23 GARTH							
24 AERIAL							

Repairs history

Start date: 01 Apr 2008; End date: 31 Jul 2008; Organisation: All; Trade: All; Officer: All; Job type: All; Contractor group: All; Contractor: All; Question: All; Patch: All; Priority band: All

Priority	Target description	Jobs raised	Jobs completed	Jobs completed in time	Jobs completed in time (%)	All completed jobs	Average completion time		Complete		Incomplete	
							Completed in time	Completed over time	Average over time	Jobs outstanding	Average over time	
Emergency	BETWEEN 6 AND 24 HOURS	1094	1066	966	90.6	30.1	5.1	271.9	247.9	46	439.9	
Urgent	3 TO 8 WORKING DAYS	2429	2326	1850	79.5	2.9	1.8	7.3	4.3	129	26.8	
Routine	5 TO 15 WORKING DAYS	2902	2635	689	26.1	10.0	2.9	12.5	7.5	451	24.0	
Other	UP TO 30 WORKING DAYS	796	125	68	54.4	26.8	2.1	56.2	46.2	1681	98.8	
Total		7221	6152	3573	58.1					2307		

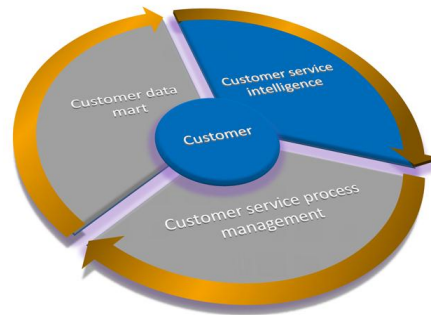
Number of days	Total		Emergency		Urgent		Routine		Other	
	In time	Over time	Complete	Incomplete	Complete	Incomplete	Complete	Incomplete	Complete	Incomplete
<= -5	30	50	0	0	0	0	0	0	0	30
> -6 AND <= -4	94	171	0	0	0	0	167	85	4	9
> -4 AND <= -2	160	941	0	0	708	58	232	88	1	14
> -2 AND <= -1	15	853	41	0	671	12	139	0	2	3
On target	49	1548	925	0	471	10	151	34	1	5
Total	348	3573	966	0	1850	80	689	207	68	61
> 0 AND <= 2	94	971	55	12	374	10	542	59	0	13
> 2 AND <= 4	81	469	7	2	31	13	430	49	1	17
> 4 AND <= 6	104	284	6	3	16	28	261	26	1	47
> 6	1979	855	32	29	95	68	713	283	95	1589
Total	2258	2579	100	46	476	119	1946	417	57	1676

Page | 4

4 Customer service intelligence

The **customer service intelligence module** is a unique combination of Qlikview, the award-winning business intelligence system*, and Clearview’s powerful Customer data mart to provide a highly flexible intuitive reporting system.

This meets the demand from your housing and maintenance staff to have a tool that enables them to identify and address gaps in customer service delivery and drive continuous improvement.



“The software interface is known for its intuitiveness and this means that end users are likely to adapt to its use quickly...research has shown that user adoption is critical to obtaining a rapid return on investment and realisation of improvement in ... performance.”

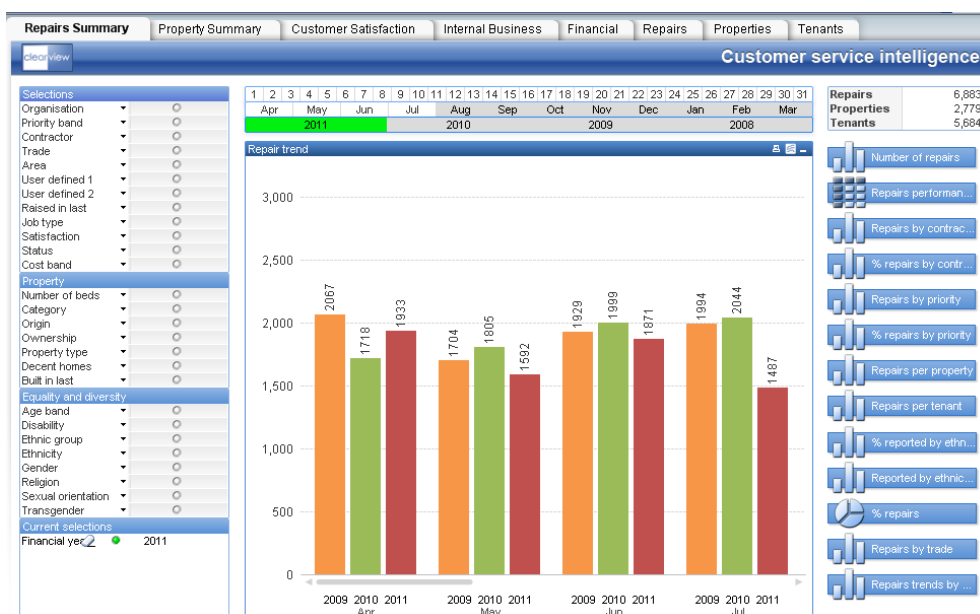
Aberdeen Group independent report on Business Intelligence and Performance Management, 2009

4.1 The customer service intelligence module enables you to:

- Integrate, analyse and present data from a variety of data sources;
- The intuitive nature allows you to open up business intelligence to the organisation’, free yourself from a dependency on designated IT champions or users to generate reports and provide information;
- Deliver a flexible reporting solution at a fraction of the cost of traditional business intelligence tools; and
- Implement quickly and easily – users require no training and enjoy working interactively through the application.

**Qlikview was the only product rated in the “Champion” category with a score of 94% in the 2009 Analysis of Business Intelligence and Performance Management produced by the Aberdeen group, outscoring both Cognos (81%) and Business Objects (80%)*

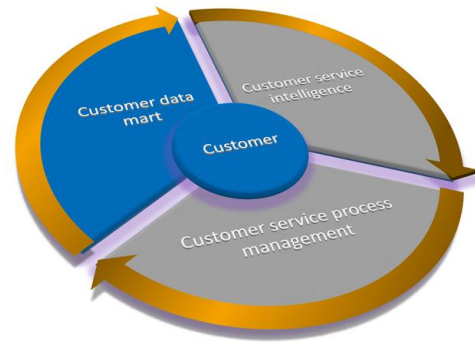
4.2 Customer service intelligence module illustrations



5 Customer data mart

The **customer data mart**, developed using Microsoft® SQL Server, holds all of the key information that a housing provider needs to manage core customer service processes and business intelligence.

The data mart is designed around organisational processes, and optimised for searching and reporting, enabling both **customer service process management module** and **customer service intelligence module** reports to be delivered quickly and easily to end users.



5.1 The benefits of the customer data mart:

- Fast implementation - customers can be live on each process in less than 30 days, supporting a powerful suite of customer service reports and analysis;
- Transparent - the table structure allows you full understanding of the information stored, and the relationships between the data elements;
- Comprehensive and tailored – the data mart has been built around the key data needs of housing providers by specialists in the housing sector for people in the housing sector; and
- Low cost – fast, effective implementations result in rapid return for your investment.

Contact details

Address: Clearview Systems Limited
Clearview House
Elgar Business Centre
Moseley Road
Hallow
Worcester
WR2 6NJ

Website: www.clearviewsystems.co
Email: info@clearviewsystems.co
Phone: 0845 519 7661



ISV/Software Solutions