

Uniclass Enterprise - Service Delivery and Accounting

Designed and built to support best practice in housing services

Uniclass Enterprise supports the delivery of property repair and maintenance services from start to finish. It enables a unified approach to: responsive and programmed demands; emergencies and appointments; as well as internal and sub-contracted resources. Uniclass Enterprise enables organisations to achieve their service delivery goals:

- Complete more repairs on time
- Make more productive appointments
- Manage resources effectively
- Monitor customer satisfaction
- Reduce costs
- Improve void re-let times
- Increase sub-contractor performance



Operational control - work processing, contract management, mobile data

Demands for services are accepted by Uniclass Enterprise through many channels. Whatever their source, jobs are quickly acknowledged and prioritised in line with user-defined targets. Because human resource information such as trades, team workloads and location is fully integrated with materials management systems, more jobs are completed on time and on first appointments. Key features include:

- Assignment to trade-type pool or area team
- Generation of appointed job with bar-coded work ticket and printed acknowledgement
- Work ticket creation linked to job status monitoring
- Multi-trade tickets

Uniclass Enterprise delivers up to date information where it is needed to support operatives and customers, reaching out across secure internet and mobile networks, enabling:

- Electronic job dispatch and monitoring - Emergency jobs, GIS and asset tracking, warning notifications
- Mobile scheduling and surveying - Appointment diaries, time recording, customer sign-off, attribute recording, stock condition and disability surveys
- Mobile job creation - voids, inspections

Resource management - people, money, materials

Property is repaired by people not by software. Using Uniclass Enterprise to help mobilise, manage and correctly reward operatives can increase team and individual effectiveness and morale. Stock control and purchasing are fully integrated with work processing and project accounting to ensure that plant and materials are available when and where they are needed and that costs are correctly allocated. e-purchase and purchase card technologies help streamline supply chain management and minimise stockholding costs.

- Enhanced work planning - secondary trades, diary appointment management, non-productive time
- Dynamic scheduling option includes delays on multi-trade tickets and travel
- Pay rates, overheads and bonus calculations
- Purchase ordering - POs for stock and against jobs for non-stock items and plant, preferred supplier list, automated replenishment policies
- Purchase cards - faster availability of materials, reduced administrative processing, less visits to depot, electronic statements cross referenced to jobs
- Materials control - multi-location stores including van stock, stock taking and audit, issues and returns against jobs, costing for stock and non-stock items

Performance monitoring - KPIs

Uniclass Enterprise monitors performance from top to bottom with drill down from 'traffic light' warnings into detailed up to date information. Full integration with service planning enables a unified view of performance across all activities and business intelligence options let users tailor graphs and charts to corporate standards. Uniclass Enterprise presents information in accessible formats that relate directly to national and local Key Performance Indicators.

- Appointments
- Decent homes
- Disabled access
- Electronic service delivery
- Energy efficiency
- Prompt payment of invoices
- Tennant satisfaction
- Vacant and unfit dwellings

Actual costs, including variations, are tracked against budget codes and contractor performance can be analysed down to individual invoices. Quality documentation generated by Uniclass Enterprise can be managed along with scanned and imported images of external documents:

- Safety certificates
- Goods receipt notes giving batch traceability
- Scanned and e-form timesheets giving an audit trail to source documentation

Business management - revenue, commitment accounting, financials

Uniclass Enterprise can be deployed either with a portal to corporate ledgers, HR and payroll or as a complete business management suite.

Revenue: Uniclass Enterprise manages revenue from for both internal and external customers. Controlled workflows - from orders to completion as well as invoicing - ensure chargeable modifications are accumulated and profitability maintained.

Commitment Accounting: All service and materials transactions, including bonuses, non-stock items and plant, can be calculated and matched to user-defined cost and revenue centres. Variations against budget and orders can be tracked to give up to date profitability statements at any time:

- Commitment and revenue modeling for ordered and planned work
- Job costing compares actuals with budgets and invoiced value
- Cost analysis on any type of transaction for labour, materials (stock and non-stock), plant, overheads
- Exception reporting with drill down to transaction detail

Financials: Uniclass Enterprise's Sales, Purchase and Nominal ledgers provide comprehensive financial accounting and control with integration to all service delivery and planning functions.

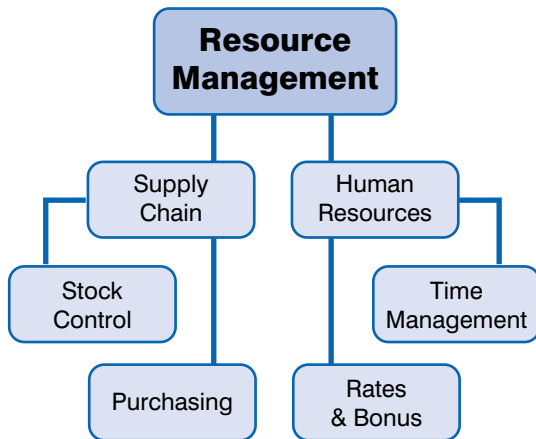
- Management accounts to trial balance and profit and loss statements
- Statutory reporting and audit
- Journals
- Year end processing
- Electronic Point of Sale (EPOS)
- Warranties and subscriptions
- Electronic payments (BACS and credit card)

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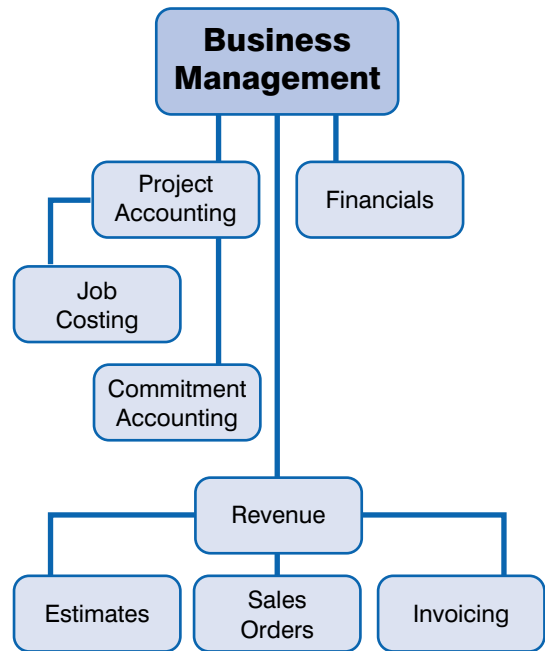
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Service Delivery and Accounting



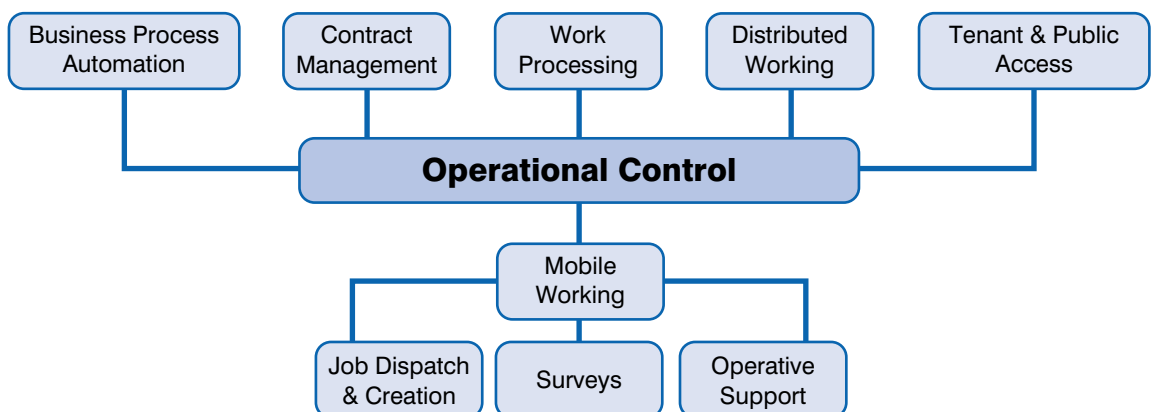
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Uniclass Enterprise – Service-wide Planning

Integrated planning and monitoring for responsive, programmed and cyclical work

Contact centre

Gaining best value for tenants and service providers at the first point of contact with a responsive repairs service involves complex information being presented in an accessible format and in real time.

Uniclass Enterprise **Contact Centre** meets this challenge by channelling expert knowledge through leading edge technologies so that service requests are accurately logged and enquiries are dealt with efficiently.



Not every contact centre operator can be expert in attributes, tenants Schedule of Rates (SORs) and priorities – but with Uniclass Enterprise’s **Intelligent Fault Diagnostics** ‘expert knowledge’ and business rules are presented as an intuitive user-definable script that guides non-technical operators through their dialogue or can be deployed as a web-based self-service form.

- ‘Traffic Light’ indicators give instant visual warning of jobs approaching deadlines
- Full job status monitoring
- Screens populated by searching partial addresses and caller identification
- On-screen cross-referencing to property and job histories

Work ticket creation draws on tenant and attribute histories to make sure that the appointment is properly resourced and is not duplicated. All information is on-line, including operative diaries and SORs, so an appointment can be set and an acknowledgement generated there and then.

- Rule based escalation of emergency and safety critical responses
- Job description built without keying
- Open and coded descriptions and hazard warnings
- Links to corporate CRM and Call Centres
- Seamless integration with appointment diaries and SORs

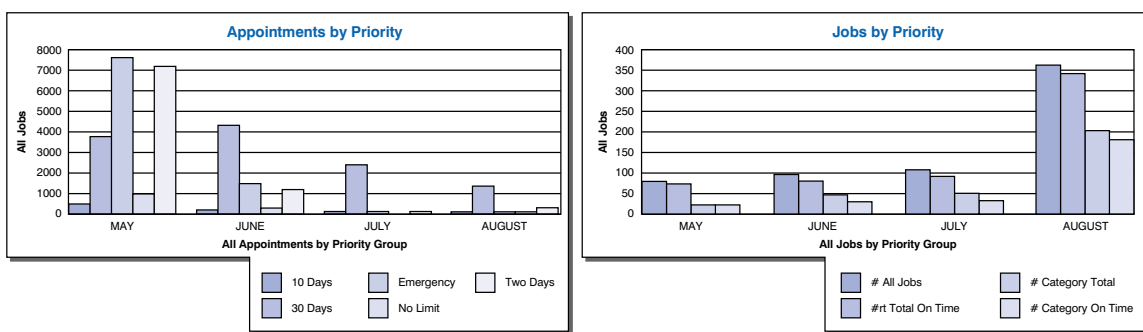
Enterprise knowledge-base

The Uniclass Enterprise knowledge-base brings property, tenant, service delivery and strategic data together in a unified resource that is available to users wherever they are - supporting decisions and enabling business rules to be automatically applied based on complete up-to-date information.

- Unified view of programmed and responsive work
- Comprehensive property register
- BS 7666 compliance
- Detailed attribute history
- User defined attribute condition warnings
- Asbestos register
- Statutory certificates for gas servicing
- Duty of care warnings
- Trade and operative diaries
- Budgets and commitments
- Quality plan

Uniclass Enterprise's unified view of planned and responsive work means that budgetary control is applied across the entire business and any variance from strategic plans is quickly highlighted. The powerful commitment accounting functionality incorporates high level graphical models of entire programmes and areas from which users can drill down to costs for individual jobs. Dynamic electronic publishing and rule-based messaging mean that key staff are quickly notified of performance against national and local standards. Users can generate custom views or can tailor ROCC's standard library of reports to focus on contract-specific indicators, such as:

- 1/ Appointments kept by date
- 2/ Non-appointed work against due date



Work planning and appointments

By automating business processes from end to end, Uniclass Enterprise helps ensure best practice for housing management, prioritising work correctly and completing more jobs on time, with fewer missed or repeat appointments. By simply clicking on diary slots you can make an appointment and generate an acknowledgement while your tenant is on the phone – confident that the visit will be productive because it is correctly resourced and controlled.

- Intuitive calendar view of work diaries showing availability of trades
- Intelligent appointing based on parameter-based rules for priorities, job times and resource booking
- Non-productive time and absence management
- User definable time slots
- Soft appointments for non-appointed work
- Secondary operative trades to make the most of available skills

Planned maintenance

Organisations depend on Uniclass Enterprise to control their planned and cyclical maintenance. Planners utilise up-to date feedback from the Enterprise knowledge-base which also informs contact centre staff of planned and cyclical works to avoid conflicts and duplication of appointments.

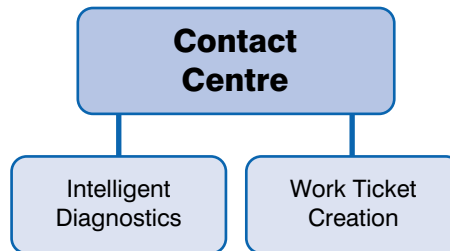
- Planned schemes can be initiated using the knowledge-base's property attributes
- Plans can be modified to meet budgetary and tactical constraints before work ticket initiation
- Internal and external costs are mapped against budgets for the entire lifecycle of the work
- Where there are statutory requirements to gain access, tenant history records are used to adjust appointments and notice periods so as to accommodate possible delays or entry problems
- The organisation's quality plan can be defined and audited for each project

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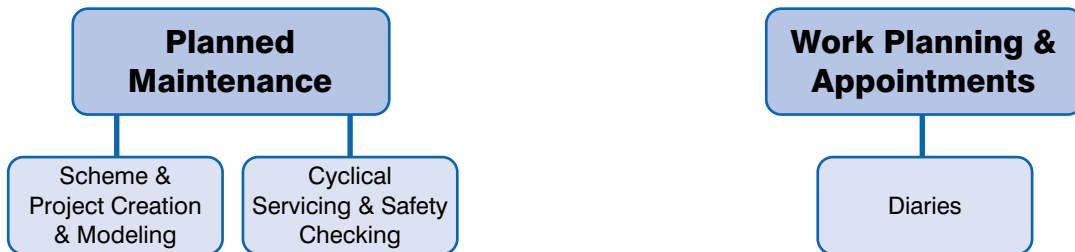
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Service-wide Planning



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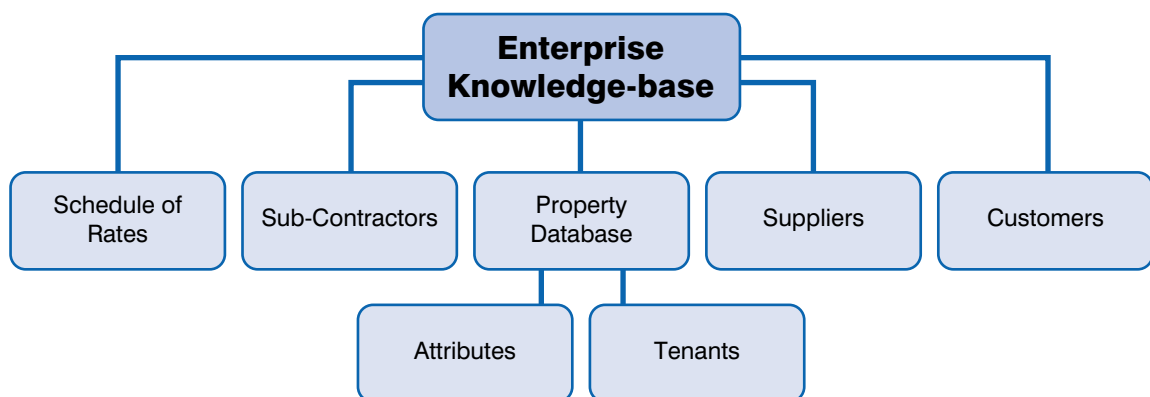


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	Reduce responsive work	Improve fault diagnosis	Make and keep productive appointments	Get more repairs done on time	Monitor performance	Increase customer focus	Improve void re-let times	Increase contractor performance	Use IT effectively
Uniclass Enterprise service planning & mobile working									
SERVICE-WIDE PLANNING									
Unified view of programmed & responsive work	●	●	●	●	●	●	●	●	●
Comprehensive property register	●	●	●	●	●	●	●	●	●
Property attributes knowledge-base	●	●	●	●	●	●	●	●	●
Financial & quality control					●	●	●	●	●
KPI monitoring & analysis				●	●	●	●	●	●
Duty of care warnings & registers				●	●	●	●	●	●
Multiple schedules of rates				●	●	●	●	●	●
CONTACT CENTRE									
Intelligent fault diagnostics		●	●	●	●	●	●	●	●
Work ticket creation		●	●	●	●	●	●	●	●
Contact management		●	●	●	●	●	●	●	●
Contractor selection & job despatch		●	●	●	●	●	●	●	●
Connection with mobile workers		●	●	●	●	●	●	●	●
Job status monitoring		●	●	●	●	●	●	●	●
Links to corporate CRM & call centre		●	●	●	●	●	●	●	●
WORK PLANNING & APPOINTMENTS									
Intelligent rule-driven appointing	●	●	●	●	●	●	●	●	●
Soft appointments & work programmes	●	●	●	●	●	●	●	●	●
Work diary & calender views		●	●	●	●	●	●	●	●
Time & absence management		●	●	●	●	●	●	●	●
Scheduling & re-assignment		●	●	●	●	●	●	●	●
Multi-trade planning		●	●	●	●	●	●	●	●
User-definable diary slots & job times		●	●	●	●	●	●	●	●
PLANNED MAINTENANCE									
Scheme & project creation & modelling	●	●	●	●	●	●	●	●	●
Project accounting & budgets	●	●	●	●	●	●	●	●	●
Analysis of internal & external costs	●	●	●	●	●	●	●	●	●
Variations control	●	●	●	●	●	●	●	●	●
Cyclical servicing with multiple job generation	●	●	●	●	●	●	●	●	●
Quality plan									●
Gas servicing and safety checking	●	●	●	●	●	●	●	●	●
MOBILE AND WEB BASED WORKING									
Mobile appointment diaries	●	●	●	●	●	●	●	●	●
Mobile attribute recording	●	●	●	●	●	●	●	●	●
Mobile stock condition survey/disabilities audit	●	●	●	●	●	●	●	●	●
Mobile job creation (voids, inspections etc.)	●	●	●	●	●	●	●	●	●
Mobile work scheduling	●	●	●	●	●	●	●	●	●
Mobile time recording & vehicle tracking	●	●	●	●	●	●	●	●	●
Enterprise-wide intranet access	●	●	●	●	●	●	●	●	●
Sub-contractor extranet access	●	●	●	●	●	●	●	●	●
Tenant internet access	●	●	●	●	●	●	●	●	●
Mobile emergency job processing	●	●	●	●	●	●	●	●	●
DISTRIBUTED WORKING & LINKS									
Integrated contractor & financial systems	●	●	●	●	●	●	●	●	●
Multiple sub-contractor systems	●	●	●	●	●	●	●	●	●
Corporate Call Centre & CRM interfaces	●	●	●	●	●	●	●	●	●
Corporate payroll & HR interfaces				●	●	●	●	●	●
e-purchase & stores				●	●	●	●	●	●
e-form & paper data capture					●	●	●	●	●
ROCC IMPLEMENTATION & SUPPORT SERVICES									
Project management									●
Configuration consultancy									●
Implementation & data load									●
Training									●
Helpdesk									●
Database & server administration									●
System health checks									●
Networking services									●

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Uniclass Enterprise - Technical Overview

A new standard for repairs and maintenance IT solutions

Uniclass Enterprise has set a new standard in IT solutions - helping local authorities, social landlords and contractors to plan and deliver services on time and in budget and to interact with tenants, operatives and suppliers. The key features of this new solution combine to ensure Uniclass Enterprise delivers complete functionality when and where it is needed. Key features include:

- Mobile information platforms
- World class database and web services technologies from Microsoft and Oracle
- Standards based interfaces
- Secure servers

'Reach out' to customers and partners

A powerful advanced solution, Uniclass Enterprise was designed and written to perform across web, mobile and distributed data deployments.

- Intuitive .NET web browser interface empowers all types of user
- Full functionality across LAN, WAN, Internet and mobile networks on a wide range of devices
- Tenant and public access options (e.g. touch screen)
- Meta-data driven scripts enable an informed dialogue at the point of service delivery
- Device and bearer independent mobile data
- Electronic job dispatch and monitoring

Share information - protect data

Uniclass Enterprise is on-line when and where it is needed to process and share up-to-date information whilst core transactional data is protected within enterprise strength databases.

- Thin and smart client options
- Secure high availability servers combine freedom of information with data protection
- On-line data replication and recovery
- Distributed databases support partner intranets, e-commerce and multi-location requirements

Uniclass Enterprise is modular

Uniclass Enterprise can operate as a complete solution or in conjunction with other applications.

- A phased implementation can be adopted to assist business continuity or accommodate organisational change
- External data can be imported or linked dynamically
- The Uniclass Enterprise Contact Centre, can be deployed as an addition to third party systems:
 - to integrate with a corporate CRM system as a second level expert diagnostic and response management module
 - with legacy work management systems as a web-enabled "front office"

Uniclass Enterprise is flexible

Uniclass Enterprise is highly configurable.

- Parameter driven set-up utilities build meta-data to apply local business rules
- Look and feel can be customised to meet corporate style standards
- Access rights and menu options can be defined for individual users or workgroups
- User definable scripts are displayed to lead contact centre workers through fault diagnostics

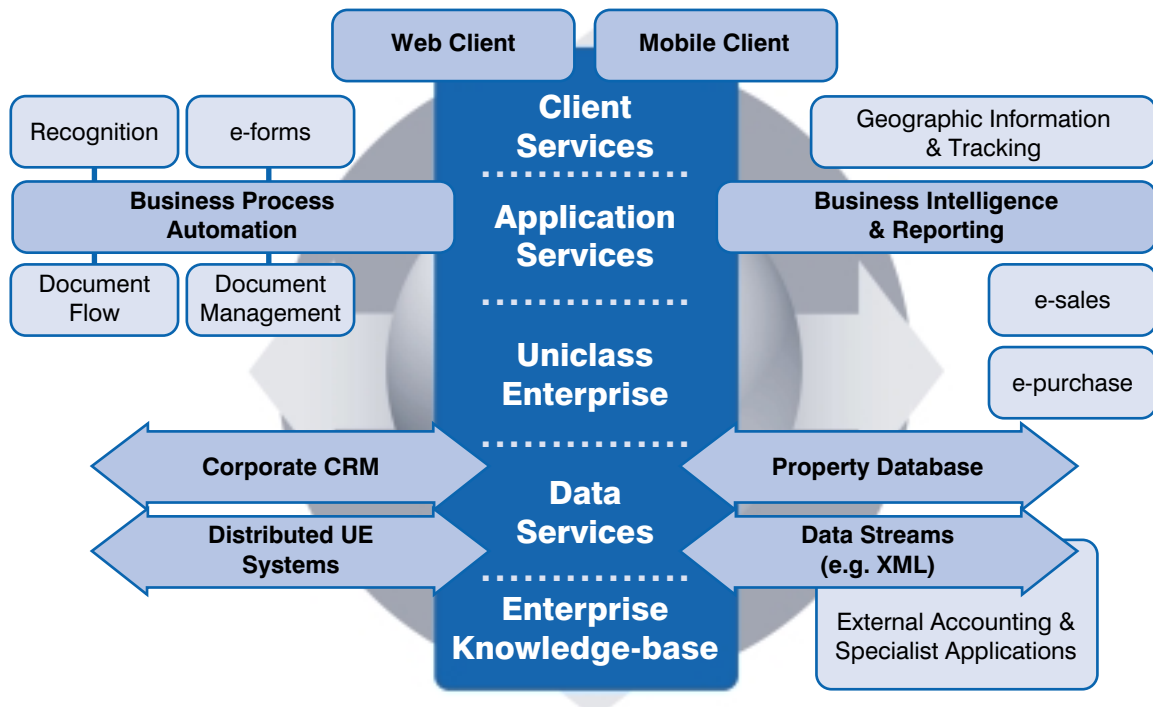
Uniclass Enterprise is powerful

Uniclass Enterprise gives you the power to drill from a high level view of responsive work and complex projects such as gas servicing - all the way down through teams, budgets and properties to individual people, assets, schedules and costs.

- Intelligent fault diagnostics and appointments modules are presented in a unified view with asset level property information to help plan and apply resources optimally
- Rule based status monitoring and automated alerts give tight operational control of active processes
- Business modeling and presentation tools support strategic planning and reporting
- Dynamic scheduling option uses memory resident real-time processing

Flexible deployment

Uniclass Enterprise's open modular architecture combines with ROCC's integration skills and experience to give a wide range of system architecture and integration options.



- Hosting and ASP options
- Standards based systems integration (e.g. XML, SOAP)
- Business process automation extensions
 - scanning
 - e-forms
 - document management
 - e-commerce
 - credit and purchase card transactions



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Uniclass Enterprise - Partnering with ROCC

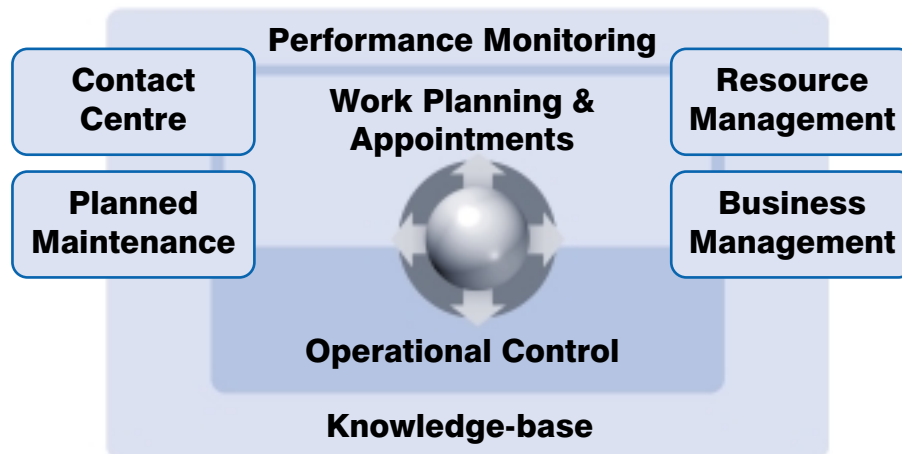
Customer inspired success

Uniclass Enterprise is the result of partnership between ROCC and its pathfinder customers - combining technical expertise with line of business knowledge. The result is a modular solution founded on world class technologies - flexible to meet local, specialised needs and functionally rich to support good and innovative practice.

“The ROCC Uniclass Enterprise system using web browser and SQL server, linking to Oracle technologies was the right product at the right time for us. It has enabled us to meet the challenge of delivering a housing repairs service in a modern, seamless and citizen-centred way.”

Phil Cox - Principal Consultant, Newport City Council

Uniclass Enterprise is now an established solution. The ongoing programme of development ensures that emergent technologies can be applied to meet the future requirements of customers. ROCC’s specialist market and technical knowledge, combined with feedback from the Uniclass user group, means that the solution supports current and proposed standards and targets, with a particular focus on BVPIs for housing services and corporate health.



Consultative approach: Focus on business goals rather than product features

“ROCC’s people took an excellent partnership approach from day one, so North Ayrshire Council gained far more from the project than just what its money had paid for.”

Steven Good - Divisional Manager, North Ayrshire Council

ROCC can help plan and manage a transition to Uniclass Enterprise ensuring immediate and longer term gains. From requirement assessment through to lifetime support, dedicated project teams work closely with customers, ensuring delivery of measurable value at every project stage. ROCC can advise on the best strategies and techniques to roll out chosen modules, cleaning and importing legacy data and interfacing with existing IT environments as required. ROCC’s experience will assist in the setting of realistic project goals.

Professional services

ROCC's partnership approach extends throughout the portfolio of professional services that we provide to support Uniclass Enterprise implementations.

Requirement planning: Experienced ROCC consultants work alongside our clients' strategic planners to analyse business functions and identify potential improvements. Techniques such as facilitated workshops are used to crystallize evolving organisations' requirements which are then mapped into plans for change.

System specification: Agreed documentation standards are used in specifying detailed functional, operational and system integration requirements. Discovery sessions, system walkthroughs and controlled sign-off points ensure shared goals and expectations and help to de-risk subsequent phases.

Project management: The Uniclass Enterprise project manager provides a single point of contact that typically spans the entire project lifecycle; from initiation through study, to roll-out and project closure, including skills transfer and handover to support. In many cases, this has founded an account management relationship in which the ROCC project manager's knowledge has facilitated extensions to system functionality, meeting new requirements over several years. Throughout each project a comprehensive set of management and audit mechanisms is applied. Time and budgetary targets are achieved and functional requirements are met through effective change control procedures.

ROCC's project management methodology combines PRINCE2 with in-house developed standards and procedures. This approach is based on practical experience and ensures formalised management responsibility and documentation whilst allowing the application of resources to be appropriate to the size of the project.

Technical consultancy: ROCC's technical teams have in-depth knowledge of both the application's core and of its configuration so can ensure that the solution performs optimally on a wide range of operating systems and networking platforms. ROCC's partnerships with enabling technology providers, such as Microsoft and Oracle, give exclusive access to new developments that assist in the assessment of customer requirements.

Skills transfer: ROCC has many years experience of developing training courses that are customised to match individuals' requirements and background skills. Group or one-to-one sessions covering all aspects of system use and administration can be delivered on-site or at a ROCC office, where hands on workshops use customers' own data to ensure relevance.

Implementation and support services: ROCC's implementation and support teams make sure that the roll out and operation of Uniclass Enterprise runs smoothly and that systems have very high levels of availability. ROCC can provide second line support to back up in-house IT resources or can provision a fully out-sourced application service covering hardware and software.

Services are individualised to meet operational needs cost effectively - ensuring maximum uptime is achieved and increasing the resilience of in-house specialist skills. Examples of service elements are:

- Helpdesk
- Remote diagnostics
- Database and server administration
- System health checks
- Network services
- Hardware maintenance
- Data cleaning and loading
- Disaster recovery
- User administration and security

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