

# G-Cloud Service Definition

NEC Housing

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# G-Cloud NEC Housing

## Service Definition

This Service Definition is relevant to all Local Authorities, Housing Associations and Registered Social Landlords who are responsible for the provision or management of social housing within the United Kingdom.

## Introduction to NEC Housing – Brighter Thinking for Housing

NEC Housing is a comprehensive and flexible housing management platform. NEC Housing has been subject to over £30m of investment in the 4 years from 2018 and continues to receive over £6m of investment each year.

NEC Housing's approach is simple. Everything social housing landlords do to support residents and manage stock is handled in one platform, providing a complete and single view of what's going on. It is designed to be used on any device, whether tablet, smartphone or PC, enabling access to information wherever you are, at any time. Its contemporary interface offers a fresh look and feel, and an intuitive user experience.

NEC Housing includes everything you need to effectively manage customers and properties, including:

### **Digital transformation and customer engagement**

NEC Housing has placed significant focus on digital transformation and improving the customer experience. Technology can never completely replace the need for human interaction with customers, but by providing more complete and automated services via digital channels, you can focus resources on the people that need the most help and attention, while still offering a high level of customer service to others. Increasingly customers want easy access to information when it suits them and not be tied to conventional office hours.

NEC Housing enables you to manage all interactions with customers across multiple channels in one place. It helps deliver faster, more consistent services and provides the insight required for a more proactive organisation. You can resolve more queries at the first point of contact, helping to provide greater customer satisfaction at lower cost.

Whether your customers want to engage online, using social media channels, SMS or telephone, you can keep track of communications and ensure actions are managed effectively across your business. NEC Housing enables you to segment customers so you can issue communications, surveys and campaigns tailored to the recipients needs and keep track of responses.

### **Data insight**

With NEC Housing, data is king. There's no reliance on manual intervention or re-keying of data across multiple systems. Making sense of the data in NEC Housing has a dramatic impact on the efficiency of your business, the way you deliver services to customers and the decisions you make. The ability to extract, interrogate and present data in a meaningful way means you can better understand your customers and properties and make more informed decisions about the next steps to take.

NEC has invested heavily in data insight and has a dedicated team of Data Scientists who use the latest analysis techniques to ask deeper questions of your data to help predict outcomes and offer more proactive support. The flexibility of NEC Housing means you have control over how data is displayed, with the ability to choose from different charting options and manipulate data to meet specific requirements. There's a personalised dashboard that helps staff focus day to day action where it's needed, as well as performance dashboards for tracking key performance indicators, such as whether you're meeting critical safety compliance requirements, or meeting targets in repairs.

The NEC Housing Data Warehouse makes complex reporting faster and removes the need to spend time extracting and manipulating data. It builds up a history so users can see patterns and trends, or see how areas like voids and repair costs compare over time.

NEC Housing is unparalleled in its ability to turn your data into a valuable resource that offers true business insight.

### **Asset, Safety and Compliance management**

Rarely has there been as much scrutiny on how housing providers manage and maintain their properties. The regulatory environment is driving change in the way landlords consider resident safety and compliance. The New Charter for Social Housing, the Homes Act (Fitness for Human Habitation Act 2018), Fire Safety Act 2021 and the Building Safety Bill are demanding safer and healthier housing that's fit for purpose.

NEC Housing embraces the complex challenges that face social housing landlords and delivers a solution that supports improved safety, reduced operating costs, better investment management and stronger oversight. It incorporates stock condition and scenario modelling, planned and cyclical maintenance, compliance and risk management, asset sustainability, component accounting, community engagement and business insight.

### **Open integration**

There is increasing need to share data between the array of IT systems in use across organisations. Our approach to data sharing and integration is simple; we provide ease of access to the wealth of data stored in NEC Housing. If you need to share data with a CRM solution, document management system, finance system, contractor system, or anything else, NEC offers a comprehensive range of RESTful APIs, provided free of charge, for a seamless user experience.

## **Overview of NEC Housing Standard G-Cloud Service**

NEC Housing's standard G-Cloud service offering includes:

### **People and Property Management**

Centralised people and property management, combined with tenancy and tenure management, NEC Housing enables monitoring and management of void properties, user-defined unit groupings and unlimited attribute information. It includes a full person history, including links to tenancies and applications. Users have a global view of each customer and a summary of their position across the whole housing service.

## **Rents – Charging, Income Collection and Arrears Management**

NEC Housing manages individual customer accounts and customer arrears. It provides flexible and comprehensive facilities to administer all day to day requirements of charging, income collection and effective arrears management.

## **Repairs – Management of Responsive Repairs**

NEC Housing provides full repairs management from defect logging to works order lifecycle, with online budgets and commitment accounting. It enables administration of all aspects of responsive maintenance, enabling you to quickly, effectively and accurately raise service requests, maintenance inspections and works orders.

## **Allocations**

NEC Housing manages the full lifecycle of administering applications for housing including shortlisting, common housing registers, mutual exchange administration and matching. It also provides real-time integration with NEC Housing's Choice Based Lettings solution, available as an additional option.

## **Customer Services**

NEC Housing supports contact management for all types of contacts, such as complaints, appeals, requests for information, and so on. These can be immediately resolved or trigger a related case and action plan.

## **Automated Workflow Management (Task Manager)**

NEC Housing includes an integrated workflow management tool, Task Manager, which routes information according to configurable rules and automatically allocates work to the right people at the right time. It provides notifications, reminders and alerts to users as required, and enables managers to see a full picture of staff workload.

## **Standard Integrations**

NEC Housing is a fully open solution, which can integrate with any third party system, as described above. The standard NEC Housing G-Cloud Service enables electronic import from selected commonly used payment systems for rent collections and housing benefit, and selected financial applications to export payments and transactions data.

## **Reports**

A comprehensive set of standard reports is available with NEC Housing.

## Additional NEC Housing Options

There are several additional NEC Housing modules that can be added to the Standard Service. These optional modules are subject to additional cost:

### Customer Engagement

- **Community Engagement and Self-Service Portal**

NEC provides an innovative platform for social housing providers to engage with their customers. Our customer engagement platform enables customers' voices to be heard and meaningful relationships to be built within communities, so people feel more involved in the day to day management of their home.

Accessed via an app or website, NEC uses the latest tech to enable residents to, for example collaborate, participate in polls and surveys, search and apply for properties, book repairs, and manage their accounts. Customers can access key safety information, such as the latest fire risk assessment, evacuation procedures or gas safety certificates, so they can be assured that their safety and wellbeing is paramount.

For landlords, NEC provides a platform that promotes transparency and responsiveness, where they can share information, engage in dialogue and monitor satisfaction. It provides in-depth analysis so that content is personalised and targeted, with notifications keeping residents updated.

- **CRM**

NEC Housing enables you to create and capture scripted and timed customer engagements, which can be immediately resolved or trigger a related case and action plan. You can target communications to groups of customers, for example to campaign a new service, or to get a message to a group in a particular area.

- **Remote Assistance**

Remote Assistance enables you to communicate with customers via a live stream, so you can engage with them or diagnose issues quickly to ensure the right support is provided. There are many potential uses of Remote Assistance such as assessing repair requests, inspections or carrying out remote tenancy visits. It saves time, improves safety, reduces travel and gets customer issues dealt with more quickly.

### Business Insight / Reporting

- **Data Warehouse**

The NEC Housing Data Warehouse makes it quicker and easier to interrogate NEC Housing data. It enables processing of large and complex queries in a highly-efficient manner.

The NEC Housing Data Warehouse takes a copy of the NEC Housing database at regular intervals and optimises it for reporting and data analysis.

- **Dashboards**

NEC Housing Dashboards are part of NEC Housing's extensive business intelligence capability. Dashboards are fully embedded within NEC Housing and provide

immediate access to key performance outcome measures. They offer the powerful ability to drill-down into NEC Housing to view and act on specific transactions that are causing issues.

NEC Housing Dashboards support you to manage performance in a data-driven way. You can quickly see patterns and trends in your data and easily dig deeper to find the reasons why and respond accordingly.

## Tenancy and Estate Management

- **Anti-social Behaviour (ASB)**

NEC Housing is designed to manage all types of anti-social behaviour, helping keep communities safe and residents supported. As it's part of the NEC Housing platform, it provides a more complete picture of the resident, property and previous engagements to help manage risk.

NEC Housing ASB provides a single view of ASB cases, even where there are multiple incidents, complainants and/or perpetrators. It provides detailed incident reporting, easy to view timelines and good visibility of alleged perpetrators named over multiple incidents and cases. It has in-built warnings too, so you're completely aware of repeat incidents.

- **Housing Advice**

Housing Advice supports the provision of general housing advice, which can relate to the provision of social housing, home ownership or other housing options that may be applicable, including the ability to administer prevention funds.

- **Private Sector Leasing**

This module allows you to cater for all types of temporary accommodation including long-term agreements with private landlords, hostel accommodation and bed and breakfast lets. It supports the management of private leasing schemes, recording leasing agreements, calculating payments to landlords and charges to partner organisations.

- **Support Services**

Support Services enables organisations to record and progress customer support, from initial identification of the need, to delivery of the support plan.

- **Property Purchase**

The Property Purchase module administers all stages in the Right to Buy and Right to Acquire processes, through a series of statutory and user-defined events. The module calculates discount entitlement and all legal requirements are incorporated into the process.



## Rent & Income Management

NEC Housing manages individual customer accounts and customer arrears as part of the standard G-Cloud offering. In addition, NEC can offer:

- **Account Analytics**

Account Analytics uses advanced predictive analysis technology to identify patterns in accounts data, to help focus staff on customers that need additional support and reducing arrears.

It provides a rich, single view of customers' circumstances, so that you understand the context of their situation and can apply early intervention.

It offers the flexibility to define your own caseloads, taking local issues into consideration, so you can drive down arrears, identify potentially fraudulent accounts and proactively support customers to remain in their homes.

- **Service Charges**

NEC Housing enables Service Charges to be managed for tenants and owner occupiers. Service Charge elements can be included as part of a rent account or as a separate Service Charges sundry account.

## Repairs, Contractor & Workforce Management

As part of the standard G-Cloud offering, NEC Housing manages responsive repairs capabilities. Optional additional features include:

- **Contractor Management**

NEC Housing can be used to manage all aspects of the repairs process, from capturing the problem to managing operatives and work in the field.

Where external Contractors are used, NEC's online Contractor Portal can be used to share details of works orders, variations, appointments, completions, invoices and notes. If external contractors have their own system, NEC can provide integration.

- **Repairs Diagnostics**

Through its easy-to-use on-screen diagrams, NEC Housing provides a repairs diagnostics tool that enables any member of staff, whatever their level of technical expertise, to accurately identify repairs reported by customers.

## Asset, Safety & Compliance Management

- **Asset Management**

NEC Housing Assets is a dedicated area of NEC Housing designed to provide a specialist view of managed properties and buildings. It is a comprehensive asset management solution to ensure legislative and regulatory compliance, optimisation of budget expenditure on property improvements and provides a seamless flow of data throughout the life cycle of an asset.

NEC Housing also helps understand the financial and social value of properties. It offers powerful insight by calculating the Net Present Value (NPV) for each property and indicating social factors (such as access to health care, levels of crime and poverty, structure of the local population) that may have an impact on the NPV.

With better understanding of your properties, NEC Housing helps you make more informed investment decisions to meet your organisation's housing objectives.

- **Energy Management**

Delivered in partnership with Elmhurst Energy Systems and enables you to manage Energy Performance Certificates (EPCs) and Local RdSAP calculations.

- **Asbestos Management**

NEC Housing helps you to manage asbestos risk. It includes an asbestos register, where each instance of asbestos in communal and individual properties can be recorded, along with the data required to calculate the level of risk posed by each instance.

- **Fire, Legionella and other Risk Management**

NEC Housing manages risks and remedial actions in a single record. Hazards and issues contributing to increased risk are identified via the Fire Risk Assessment or Water (Legionella) templates, or site defined templates. It ensures any corrective actions, for example to carry out repairs, plan for future programmes of work, liaise with residents, or other activities, can be automatically triggered and monitored within NEC Housing.

- **Gas, Electrical and other Servicing**

NEC Housing enables end-to-end management of cyclical servicing. From recording service contracts, carrying out assessments, managing defects, keeping appliance records up to date and generating and issuing certificates, NEC Housing manages everything in one place.

It helps ensure resident safety and supports the concept of the 'Golden Thread', with automatic updates and comprehensive oversight to ensure you have a real-time, fully auditable view of compliance.

- **Planned Maintenance**

Planned Maintenance manages planned programmes of work and administers maintenance contracts. Expenditure for works completed can be authorised and tracked, with financial management provided through online commitment accounting functions that ensure effective budgetary control.

- **Property Lifecycle**

Property Lifecycle supports the creation of new properties, updating of existing properties, closing and re-opening of properties. It enables processes to be managed in a structured manner and ensures all required data items are collected.

- **NEC Go-Mobile**

NEC Go-Mobile is a mobile solution developed by NEC to enable the completion of tasks by a field-based workforce, with real-time updates into NEC Housing. The app is available for both Android and iOS devices and provides access to information and processes in an offline mode, even when there is no signal available. Data is validated at the point of capture reducing the risk of errors and manual checking.



NEC Go-Mobile offers options for completing stock condition surveys; carrying out repairs and inspection tasks; completing servicing inspections; risk assessments; and completing general housing management tasks.

- **NEC Scheduler**

NEC Scheduler is a comprehensive and flexible solution that provides the ability to schedule various tasks.

It means jobs are optimally allocated to field-based workers in consideration of their existing workload, maximising productivity and reducing travel time. This reduces administration, minimises delays and increases productivity. As works are finished more quickly, it also improves customer satisfaction.

NEC Scheduler is fully integrated with NEC Housing, so updates are immediately available. Used in conjunction with NEC Go-Mobile, the combined solution is a powerful toolset to ensure works orders, inspections and servicing visits are managed effectively.

## Document Management

NEC Housing offers integrated document management, which supports you to capture, index and store documents of any type. NEC Document Management provides a range of comprehensive options including retention and disposal, bulk scanning and in and outbound mailroom services, which can be packaged to suit your specific requirements.

## NEC Housing Standard G-Cloud Service

The NEC Housing Standard G-Cloud Service is available as:

1. NEC Housing Software as a Service (SaaS).
2. NEC Housing Private Cloud (an on-premise, or separately procured, private cloud).

NEC Housing SaaS includes:

- Three environments: Live, Test and Train
- Application and Service Management
- Monthly report
- Disaster Recovery to another data centre.

## Additional Support Services

NEC can provide a number of optional support services as detailed below:

- **Health checks:** NEC can provide regular health checks to ensure users are using all the functions and features of NEC Housing effectively. This takes the form of two days on-site, to interview and observe key users, and one day offsite to write up recommendations and findings.
- **Additional training:** NEC can offer regular refresher training, or support for new users on all of the modules detailed in this service definition.
- **Cloud DBA service:** The NEC Cloud DBA service supports NEC Housing clients to assess and evaluate migration to Cloud before committing to the service. The Cloud

DBA service administers and supports the client's database hosted in the client's data centre, from the cloud. This service includes:

- Online 24x7 monitoring of the live database designed to prevent service-affecting incidents.
  - Monitoring of the live application operation.
  - Monitoring of the batch scheduler background processes.
  - Monitoring and management of database backup processes.
  - Manage the environment to include logs and print spool.
  - Application upgrades (test and live), with live upgrades outside of normal service hours.
  - Implementation of database upgrades.
  - Implementation of Technical Service Bulletins and database patches or actions for security or as required for the application.
  - Administrative database copies, for example, for testing.
  - Database restore.
  - Recovery of the database in the event of a disaster.
  - Database preparation for year-end processing where applicable.
  - Ad hoc database maintenance. The Cloud DBA Service will undertake other non-maintenance database activity at SFIA rates.
  - All Cloud Database Administrators are located in the UK and are Security Check cleared for access to OFFICIAL SENSITIVE information.
- **Non-standard interfaces:** Where clients require interfaces to third party solutions, NEC can offer development services.
  - **Reporting services:** NEC has a dedicated Business Intelligence team who can offer report writing services, as required.
  - **General business and technical consultancy services:** NEC team of business and technical Consultants can provide general consultancy services based on client requirements.

All Support and Consultancy services will be charged at NEC SFIA Day Rates.

## Resources for NEC Housing SaaS

This service is provisioned with standard infrastructure to support typical storage and bandwidth requirements. Additional storage and bandwidth can be provided, as required and will be subject to additional cost. Fixed communications lines and additional resilience can be provided, as required and will be subject to additional cost.

## Service Management for NEC Housing SaaS

NEC's Service Management will be delivered by the Client Services Management (CSM) Team. The CSM Team will be responsible for the ongoing relationship and, where necessary or applicable, will provide assistance with reporting, incident escalation and continual service improvement. The CSM Team will manage processes such as Incident, Problem and Change Management.

## Request a Demonstration

We would be pleased to demonstrate NEC Housing to you. Please email [frameworks@necsws.com](mailto:frameworks@necsws.com) to request a demonstration.



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**About NEC Software Solutions**  
Our customers change lives, so we create software and services that get them better outcomes. By innovating when it matters most, we help to keep people safer, healthier and better connected worldwide.

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