



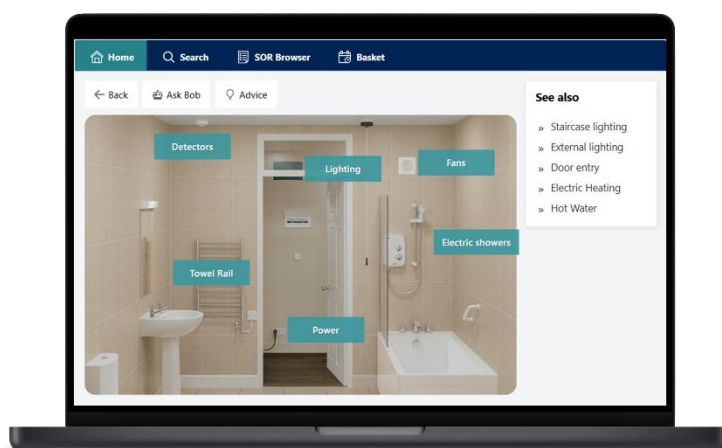
M3Central – Service Definition

Service overview

M3Central is a cloud-based repairs diagnostics and reporting solution designed for social housing providers. It supports accurate repair diagnosis, efficient reporting, and correct allocation of Schedule of Rates items.

What the service does

M3Central provides two interfaces. The tenant-facing Reporting interface allows residents to report repairs online using guided questions, without exposure to technical codes. The staff-facing Diagnostics interface enables housing officers and operatives to diagnose repairs accurately and allocate appropriate Schedule of Rates codes.



Service users

The service is used by housing tenants, housing officers, repairs teams, and administrative staff. Access and permissions are controlled by the organisation.

Features

The service is fully web-based and device-agnostic, supporting desktop, tablet, and mobile use. It includes guided repair reporting, image-based diagnostics, configurable workflows, reporting tools, and administrative controls. Content, images, and repair pathways can be customised to organisational requirements.

Service interfaces

Users access M3Central through a web browser. An API is available for secure retrieval of tenant-submitted photos and videos. All configuration and management is carried out through the web interface.





Hosting and security

M3Central is provided as a hosted SaaS solution. Data is stored securely with controlled physical access and encrypted media. The service is designed to be resilient and monitored to maintain availability.

Support and onboarding

Standard remote support is included, with defined response times. Users are supported during implementation, including configuration and setup. On-site or remote training and consultancy are available as optional services. User documentation is provided.

Data export and exit

Users can export repair data and reports in standard formats during the contract term. Access remains available until licence expiry to support data extraction. Additional data extracts can be provided on request.

Scope and exclusions

M3Central does not require specific hardware or local installation. It does not provide infrastructure services or customer-managed hosting.

