

Civica Cx Housing Management

Create a single view of your customers to deliver a better experience

Cx, the single platform to manage Social Housing, Asset Management, Contractor Repair Management and Regulated Services.

Cx Housing is the only housing management solution that's been created to meet the challenges of the modern social housing provider.

In the cloud, you can access information in or out of the office. It lets you manage your customers and properties in one solution. It simplifies customer communications across multiple channels. And it integrates seamlessly with Office 365 and SharePoint to help you get more done every day.

Using Cx, you will deliver a better customer experience with online and integrated multi-channel communications. Using one database, it provides your organisation with up-to-date information; so you can prioritise services for those in need. Enabling you to deliver better outcomes for the people and communities you serve, while meeting your own objectives.

Software as a Service (SaaS)

Our SaaS offer allows you to take advantage of a complete housing management solution, at an effective cost and ownership model.

Why choose Cx Housing Management?

You will deliver benefits throughout your organisation, including:

- **Everything in the one place:** Combines a single view of resident and property data with intuitive screens and processes to make everyday operations run more smoothly
- **Online self-service:** Makes it easy to provide portals for residents and contractors. Meet customer expectations with an 'always-on access' to your services, you'll make interactions easier and more cost-effective
- **In the cloud - quick to set-up; easy to expand:** The platform is in the cloud, so you don't need to worry about infrastructure or hosting, updates, or providing costly remote access solutions for mobile workers
- **Agile and always on:** Freedom to access the platform from any location, or device, will help to boost productivity
- **Ready for the future:** Cx Housing helps you keep pace with technology, it's designed for easy integration using open APIs. So, if you want to integrate with a corporate CRM or portal, save documents in the cloud, connect with chatbots or facilitate web chat, it's simple.

Welcome to Civica

Civica is proud to be the UK's largest software company focused on the public sector, which we have served as a trusted partner for over 30 years.

Our products and services are used by 2.5 million professionals across national, regional and local government, health and care, housing, education and democracy. They deliver improved outcomes for 90 million citizens.

Our deep sector and technology expertise helps our customers to meet unprecedented challenges as they sustain and enhance public services. Through greater digitisation and automation, a growing use of cloud solutions and smart use of data, we help address rising citizen expectations for innovative and efficient public services around the world.

We have a strong commitment to delivering social value and sustainability, which includes supporting our customers' Net Zero ambitions, creating software with sustainability built in and reducing our own impact on the planet.

Cx Housing Management

Modules include:

- People
- Properties
- Security framework
- Communications engine
- CRM
- Rent accounting and arrears (including direct debits)
- Repairs and maintenance
- Void management
- Allocations
- Service charges
- Workflow
- Information management (GDPR)
- Reporting
- E-forms
- Client repairs
- Homebuy
- Contractor portal
- 2FA
- APIs

Benefits

- Creates a single view of your customers; improving accuracy and speed of access to information
- Improves insight with real-time reporting and analytics
- Better customer experience through seamless digital self-service engagement
- Enables you to prioritise services for those in need with better data insight
- Increases productivity of landlord services
- Better management of rents and service charges while improving collection rates
- Increases the efficiency of processing property repairs while monitoring and controlling maintenance expenditure
- Minimises empty property management
- Improves customer engagement using multichannel communications, using their preferred contact method.

Cx, the single platform for social housing



Certification Number 663
ISO 9001
ISO 14001
ISO 27001
ISO 22301
ISO 45001
ISO 27701