

Civica Cx Contractor Workforce

A single platform to boost your repairs and maintenance processes

Cx, the single platform supports housing providers to better manage all aspects of social housing, asset management, contractor repair management and regulated services.

In the cloud, it can be used in or out of the office. Cx Contractor lets you manage your customers and properties in one solution. It simplifies customer communications across multiple channels so you can focus on improving both, delivering a better repairs and maintenance service, plus the productivity of your contractor workforce.

It's the only full repairs system that can deliver both, client and contractor functionality to landlords and contractors. It enables you to deliver responsive services because you have access to better data insight – helping you to re-think contractor repair management, today and the future.

The nature and demand for repairs systems has changed dramatically and clients are now demanding agile repairs solutions using the latest Cloud and Mobile technologies.

Why choose Cx Contractor Workforce?

You can be confident your data is securely stored. It can be used on any device, so your front-line teams have the freedom to work from any location. As well as excellent data collection, it allows you to better manage e-procurement and financial control of your repair management operations.

It's a full repairs and maintenance management solution that can be used by both landlords and contractors to optimise your front-line workforce with mobile technology.

Cx Contractor easily integrates with a wide range of systems, whether internally or externally to your clients.

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.

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 Contractor Workforce

Modules include:

- Repair logging
- Workforce management
- Job progression
- Job costing
- Vehicle management
- Materials management
- Sub-contractor work management
- Auto financial completion
- Diary appointments and scheduling
- Debtor management and invoicing
- Civica mobile
- People
- Properties
- Communication engine
- Security framework
- Workflow
- E-forms

It enables you to:

- Optimise workforce efficiency via intelligent scheduling
- Improve cost control with resource, material and subcontractor management
- Provide deeper insight for operatives and managers to access real-time information anytime, anywhere
- Create a single view of business-critical data to make better decisions
- Enhance the customer experience with multi-channel services and communications via social media, SMS, email
- Reduce administration through automated processes
- Fast implementation so you can start seeing improved performance quickly.



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