

CAPITA



Maximising Assets
Minimising Risk

One Assets

Keeping society moving

Maximising Assets Minimising Risk

One Assets delivers complete visibility of assets, enabling you to get the most value out of them, without cutting corners or putting tenants at risk. All whilst increasing customer satisfaction.

One Assets is our comprehensive software solution that helps social housing organisations plan, resource, fund and manage the condition of all their assets – estates, properties, boilers, equipment and more. With an in-depth, real-time view of all your stock information - in one place - you can make faster and more accurate decisions, and be more confident in your forecasting and financial planning. One Assets smart information management also helps organisations meet legislative and auditing requirements, and it integrates fully with our One Housing solution.



One Assets can integrate with Capita's One Housing system or work alongside your existing Housing solution.

Key reasons to use One Assets



As intelligent and intuitive as the technology we use every day

One Assets is incredibly easy to use. It has an intuitive design with a fresh user experience that reflects the way people interact with software, apps and devices today. This means anyone within your organisation can start using over 1,000 functions straight away, anywhere, anytime.



More empowered and productive workforce

One Assets helps your teams focus efforts where they'll have the greatest impact through integrated business process optimisation, including automation and mobile working.



Ultimate customer experience

One Assets offers a single, integrated, simple to use website to meet the shift in consumer expectations.



Technology simplified

One Assets is made, not modified, for the cloud. This means you can future-proof your investment and reduce the cost and stress of maintaining systems whilst improving resilience and security. It's a web-based interface with simple implementation, fast upgrades and total integration with all Capita One Housing solutions.



Unrivalled experience

One Assets is from Capita One. No-one has more experience in this market than us. We have been working with social housing providers for over 20 years and are the market leader with 40% of social housing providers already using our products. Plus, we're investing over £7.5 million into new software platforms to support you in building strong and resilient communities.



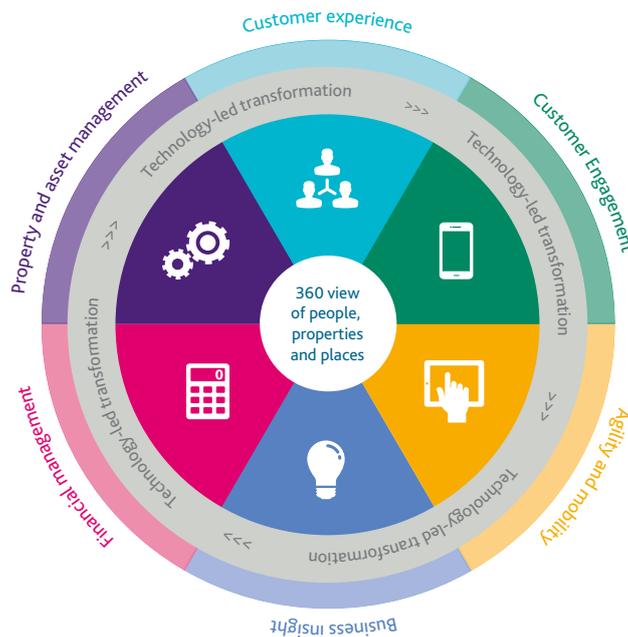
Complete offering

One Assets has a dedicated suite of modules that offers a cost-effective way to hold all your asset data in once place. This means there is no need to use expensive and disjointed third party systems with little or no integration. This joined-up approach to holding data means you have a 360° view, anytime, anywhere for fast, accurate decisions and forecasting, whilst ensuring statutory compliance and tenant safety.



Part of One Housing

One Assets is part of the industry's most comprehensive housing offer, giving more insight across all areas of housing - both stock and customers - than any other system.



Great asset management results in smarter business decisions and happier tenants

Which in turn supports the long-term success of your business.

If you're looking to:

- Understand the true value of your assets, One Assets provides all the tools you need to manage your assets effectively, protecting value and income streams.
- Ensure properties meet current legislative, compliance and regulatory standards with efficient and effective automated processes.
- Improve customer service, better asset utilisation helps you deliver better homes.
- Increase workforce efficiency, the newly designed user interface enhances usability with everything only one click away.



- Focus efforts where they'll have the greatest impact, a single customisable view highlights areas for concern.
- Future proof your investment, and enhance the benefits of One Assets with a full suite of Cloud ready modules.
- Confidently complete forecasting and financial planning, integrated solutions across services gives you the whole picture.

One Assets helps you deliver all this through functionally rich modules that cover your daily end to end processes.



Automate repetitive time-consuming tasks with our Batch Processing.



360-degree view of all the assets with the Asset Management Console



Streamline processes with project management for planned maintenance & development.



Automate document production and reduce paper-based processes using EDM.



Ensure legislative requirements are met with Decent Homes Standard, Scottish Housing Quality Standard, Welsh Housing Quality Standard and RdSAP modules with dedicated reporting.



Increase visibility with Master Query for reporting, bulk processes and quick search.



Clearer visualisation with Mapping and Location Management.



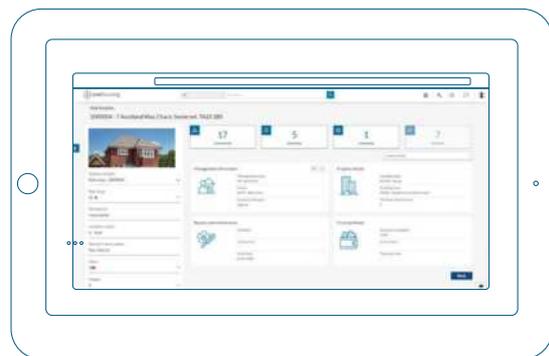
Increase resource availability, reduce travel inefficiencies and reduce your carbon footprint.



Reduce errors and duplications by automating tasks and create accurate reports with Workflow CRM and One Insight.



Work on any device down to a 10" tablet.



It's powerful

Create a single view of your assets, so you can record, plan, evaluate, report, manage, transfer and archive assets in one functionally rich system with the ability to tailor screens to give an instant overview of data that is relevant to a specific user, with everything just one click away.

Ensure you're always in control with our customisable asset registry, where you can set up associated lifecycles and costs. With easier access to information, you're better placed to meet legislative and auditing requirements, ensuring full statutory compliance.

It's practical

Our 'what if' scenario planning enables you to model stock condition and expenditure alongside the latest analytics and dashboards for confident forecasting and financial planning.

One modules

Add value and enhance the benefits of One Assets by adding specialist functionality from modules with unparalleled integration into other One modules, such as Repairs, CRM, Workflow, ASB and Contact Management.



Compliance Manager

One Assets Compliance Manager allows you to see the big picture instantly and manage your compliance, risk and hazard processes more easily.

- Easily identify tasks that are 'current', 'due' or 'overdue', track your overall compliance performance.
- Saves time with automated daily, weekly, monthly or yearly compliance scheduling with an Outlook-style compliance calendar.
- Greater flexibility to define and record surveys and generate follow-up actions and activities.
- Improved visualisation with interactive dashboards to track performance and highlight areas of concern.
- Automated task and CRM creation for cross-departmental processes.
- Highlights risks and hazards with easy-to-use job scheduling tools.
- Easy to produce assessment surveys for inspections and visits.
- Comprehensive monitoring and reporting.
- Full integration in to the Gas Safe Register module.

Appointment Scheduler

The Appointment Scheduler is an intelligent calendar used to plan and book visits for officers and operatives. This user-friendly, intuitive tool streamlines your appointment booking process and is designed to meet the needs of multiple user types – your schedulers, your customer services team and your tenants.

- Encourages more people to engage online and online self-service, while improving the customer experience.
- Enable the best use of resources and time by utilising mobile and paperless processing. Integrates with Microsoft Outlook to offer seamless diary coordination.
- Improved scheduling turnaround times and service efficiency as planners receive instant updates of current work status. In addition, communications with colleagues and customers are improved.
- The 'planner view' has been designed for people who are responsible for scheduling visits and have a more in-depth knowledge of the organisation's repairs and maintenance functions.
- The 'customer services view' allows customer services staff to book an available time slot on a customer's behalf, and the 'tenant view' allows customers to change their own appointments over your customer-facing website.
- These three views form separate functional areas of the solution.

Component Accounting

The One Assets component accounting module will calculate the depreciation on property assets, either in conjunction with the existing Stock Condition functionality in One Assets or by extracting information from third-party asset management systems, for the express purpose of calculating asset depreciation, disposal and impairment journals.

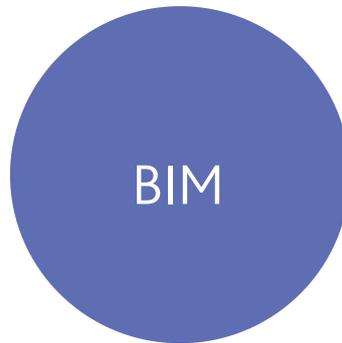
- Accurate records of individual component depreciation.
- Get the most value for money with a life-cycle approach.
- Understand your assets with correct acquisition record.
- Empowers an organisation to identify trends. This can provide a basis for predicting future needs and budgets.
- Provides a secure method for finance staff to comply with FRS102 requirements.
- Accurately plan and maintain each item with two component lifecycles; replacement and inspection.
- Holds historical component information and includes all the commonly recognised methods of depreciation.



Neighbourhoods and Communities

This module allows housing providers to balance their stock sustainability and neighbourhood wellbeing with a range of tools for evidence-based investment decisions. Specifically designed for neighbourhood profiling, the system presents easy to understand, graphically presented data to assist in stock appraisal and service intervention plans. Coming soon.

- Increased awareness of communities' issues with graphical representation of data and the facility to show data spatially with integrated GIS.
- Improved awareness of priority cases and problem areas using a traffic light alert system.
- Standardised financial appraisal (Net Present Value) 'out the box', using One's unique facility to store accurate rental income and property and asset lifecycle expenditure in one place.
- Customisable 'subjects' allow you to consume data directly from the One database or from third party sources.
- Cross thread your financial appraisal study with standardised socio, economic and environmental indicators for the ultimate neighbourhood balanced scorecard.
- Enables statistical data from diverse sources, such as police, Local Authorities, Primary Care Trusts etc, to be combined and explored graphically, tabularly and spatially.
- Measure true social-value with integration to the social profit experts: The Social Profit Calculator.



Sophisticated Building Information Modelling (BIM) provides 3D representations for important insights from a holistic view, supporting the requirement to use BIM for new-build developments.

The Graphical Repairs module provides a contextual 3D approach to repairs diagnosis rather than the generic images used by competitive products. The module is set up to align to the component data for the actual dwelling supporting a more tailored offering than the abstract images used by third party software.

- Ensures compliance with legislative requirements for the use of BIM technologies for part funded new-build developments.
- Reduced variations – accurate and consistent analysis using asset-relevant diagnosis.
- Colour-logic – visual warnings and advisories indicating outstanding services and planned maintenance.
- Unrivalled visuals with Integrated mapping, 3D modelling and scheme view.
- The hosting of the models and data exchange supports BIM level 2.

Scheme Management

The scheme management solution is designed to manage activity such as grounds maintenance, caretaking and facilities, scheme and estate management. This module allows pre-planned work to automatically create jobs within One Assets. These jobs can then be issued to your internal workforce or external contractors, ensuring work is issued at the correct time and managed effectively.

- Flexibility to manage different work streams based on daily, weekly, monthly or yearly recurrences
- Fully integrated with Capita's existing housing solutions for a holistic view and a broader management of information
- An administratively light solution, with jobs being automatically logged by the system
- Integrated mobile module to ensure field-based staff are kept up-to-date
- Offers a clear view of work streams using an Outlook-style look and feel to aid usability

Asbestos Register

The One Asbestos solution is a web-based system which ensures users can quickly and simply access and maintain asbestos information.

- Improves compliance, quality and transparency of information and processes.
- Give peace of mind to governing bodies with detailed audit reports.
- Reduces potential backlog of actions and activities, and removes the need for paper with secure access for contractors.
- Access the Asbestos Register and automatically update records across the One suite of solutions.
- Comprehensive data analysis and synchronisation with web-based, two-way import/export facilities.
- Update disparate teams and departments in real-time with warning system alerts including location and risk priority assessments that integrate to the Workflow module.
- Fully integrated in to the Compliance Manager module, with a dedicated dashboard.

Energy Planner

For in-depth calculation, analysis and improvement of energy efficiency in your housing stock, using 'what if' scenarios. Directly integrated with Sava's 'Intelligent Energy' platform, the sector's leading energy engine. Energy Planner allows you to explore your energy data beyond the boundaries of the EPC, using your own pricing models to inform your asset strategy. Fully integrated into One Assets for the maximum asset management solution. Coming soon.

With Capita's One you have the flexible, powerful tools you need for faster, more accurate asset management decisions. Whether you choose to integrate with any of the above solutions or with One Contractor, One Mobile, One InSight, One Portal or OPENFinancials or to complement third party system, you'll have the whole picture of your stock in one place to protect and develop your portfolio for future generations to enjoy, and ensure the best possible outcomes.

