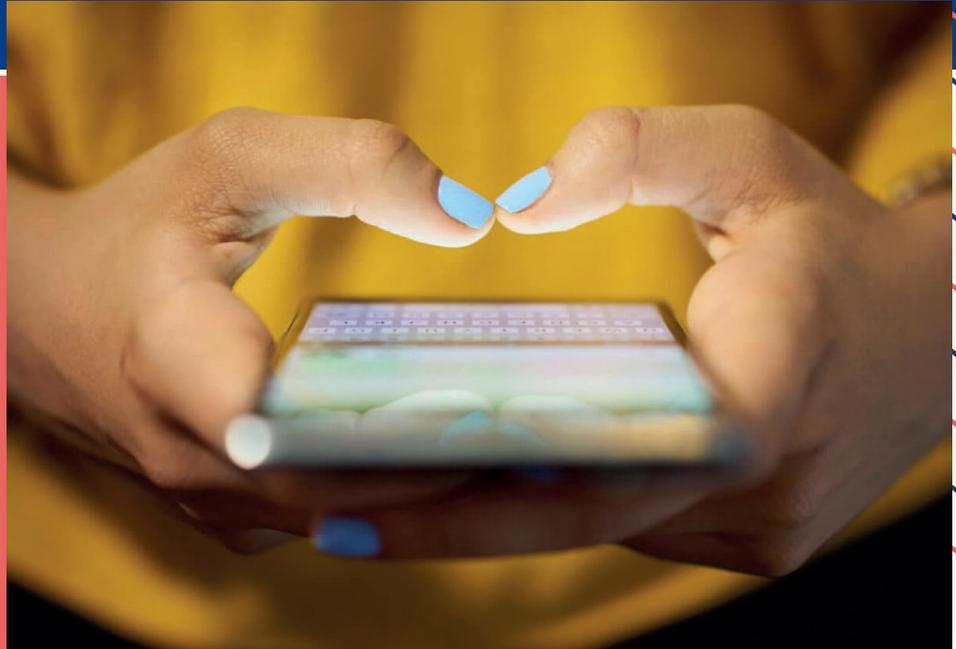




Introducing Low-code for Social Housing

Build, update and share unlimited services with other housing associations.



BENEFITS AT A GLANCE:

✓ Agile delivery in weeks not months

Collaborative teams quickly deliver the essential service. You're in control, as you flexibly add functionality step-by-step.

✓ Enrich tenant experience

Improve first contact resolution as you provide instant updates on any channel at any stage.

✓ Boost digital up-take

Easy to use, 24/7 self-service nudges more tenants to go digital, saving your team time and costs.

✓ Real-time reporting

Track in-depth process activity stage by stage, across all services. Easily monitor and remove bottlenecks.

✓ Escalate any performance concerns

Tailor your SLAs and alert supervisors using escalating messages when SLAs are breached. Load balance work force tasks in real-time.

✓ Save travel time, helping teams respond faster

Map, prioritise and group tasks for effective resourcing. Update remote workers on the go. Everyone is in the loop, automatically.

The Netcall Liberty Platform helps leaders in social housing to deliver tailored, accessible 24/7 digital services as you transform. This results in happy customers, improved operations and lower costs.

A strong business case for a big digital future

There are many roadblocks on a Housing Association's journey to delivering 24/7 digital tenant self-service. Systems don't integrate, data silos break processes, and the cost to change legacy systems is eye-watering. Low-code offers cost effective delivery, with rapid results for year-on-year payback.

Be truly digital a different way

To make things even easier, we've created **Tenant Hub**. A housing specific case management framework with a self-service portal. Tenant Hub is built on our low-code platform and includes core structures that you can re-use for all your services (people, properties, blocks, estates, tenancies and rent information). This makes change easy, fast and cost effective and enables agile innovation across your organisation.

Refresh your IT structure, break down data and department silos and deliver business resilience.

Our drag-and-drop interface gives all the components you need to build, deploy and improve business applications, without coding.



FEATURES AT A GLANCE:

✓ Single view customer record

Agents can work from anywhere. A single customer record improves outcomes and customer satisfaction.

✓ Omnichannel, case management

The user interface makes it easy for agents to switch between tasks and has integration with our contact centre, Converse, for true omnichannel comms.

✓ Tenant Portal

Easy to use and secure, you can expect 60% of tenants to move to digital within six months.

✓ End-to-end processes

Bridge across your legacy tech stack creating seamless process flows. Watch data and departmental silos disappear.

Our integrated RPA will digitise manual tasks, freeing your teams too.

✓ Ease of integration

Use our Generic SOAP and REST Adapters to connect anywhere or send data in any format to our REST Endpoint.

And, we have an On-premise Adaptor for any inaccessible systems.

How it works....

1. Central

This is your administration and case type hub that:

- Controls the main user interfaces for both internal employees and tenants
- Holds your main data types of person, property, blocks, estates, tenancy and rent
- Delivers an easy and handles the integration with Liberty Converse and Connect solutions. This means alerts, updates, messages and voice handling are available across all processes
- Links to one or more Hosts.

2. Host

The Host connects Central and Modules. It is designed to 'plug-in' the module case types that you build or download from the AppShare. The host manages all configuration needed for any case type. It also:

- Easily raises cases against the specific tenant, tenancy, property, estate or block using access to the main data types through remote links
- Smoothly manages your tenancy applications and waiting lists
- Brings all case information together in to a single object which it shares with Central
- Processes and progresses cases including all outbound communication and reporting
- Enables you to group case types together on specific Hosts for improved design practice or teams within your Housing Association.

3. Modules

A series of case type Accelerators. These working models are designed to meet the aggregate need of any process flow. They provide at least 80% of the services you need for that specific case type. The list is constantly growing, helping to solve Housing Association challenges. They:

- Include areas like reporting repairs, paying rent, gas and electric safety inspections, voids management and reporting anti-social behaviour
- Provide functionality such as diary booking or payment integrations for any module
- Are developed to drop into a host to be used within the framework.



Jumpstart your activity with our Tenant Hub Framework

Tenant Hub is our housing case management framework with a self-service portal for tenants. It is built on our Liberty Create low-code platform. It includes access to pre-built services to support your tenants on their journey.

These range from raising repairs to managing when they move house. You're in control from the start, building your digital future at your pace and without additional costs.

(1) Forrester

One platform many capabilities

This is where it all comes together. Liberty is an all-in-one platform that includes all the intelligent automation and contact centre solutions you need to improve the customer experience, fast.

Accelerate your change

We call our prebuilt applications Accelerators, because they will accelerate your build speed and help you to achieve what you are looking to do, fast. Create a digital revolution.

AppShare to borrow and share

When our customers create new apps, we encourage them to upload them. After an in-house quality review, they are free for other customers to download.

Upskilling for everyone

Our platform has been voted the best for business and Dev⁽¹⁾. We make it easy for you to upskill your teams with free eLearning or paid guided study. In just three days of virtual class room training anyone with a business process acumen can be builder qualified. Our Community has an active forum and weekly best practice sessions keep everyone updated.

Find out more about the Community and Appshare here:

<https://community.netcall.com/appshare/>

It's the way low-code was designed to be – fast and flexible, with you in control. You tailor every app and achieve a 100% fit-for-purpose delivery.

Take a deeper dive

Contact us today for a demo visit
netcall.com

Or call us on **033 0333 6100** and say
"Transforming Engagement"

