

# CAPITA

## Integrated Business Solutions

## Integra Work Management

The Integra Work Management Solution helps service orientated organisations to streamline their customer work and project management processes. It ensures that all customer opportunities are rapidly captured and never go without follow-up. Enquiries, assessments and jobs are all managed in an efficient end-to-end process. The result is enhanced workforce efficiency, quicker invoicing and real-time insight into key business activities from initial enquiry through to work completion.

### Increasing workforce efficiency

Now more than ever, organisations are being asked to produce more business value with fewer resources, smaller workforces, shrinking budgets and less time. It's a situation that calls for a targeted and cost-effective solution that helps you to increase the efficiency of your workforce.

The Integra Work Management Solution was designed with the staff and processes of service delivering businesses in mind. It allows your team to quickly capture enquiries, manage customer contact and site information, and prepare quotes. In order to maximise the utilisation of valuable resources, the solution also helps you to effectively manage staff working on clients' sites. The calendarised work board combined with an employee skills matrix ensure that jobs can only be scheduled against employees with the correct skill set. These measures ensure full compliance with quality management systems such as those accredited by UKAS.

### A solution for service-centric organisations

Service focused businesses typically rely heavily on the following processes:

- Managing customer enquiries
- Providing quotes
- Responding to opportunities and tenders
- Ensuring accurate project planning and milestone achievement
- Staffing
- Financial management

Problems arise if these tasks are managed through paper based processes or disparate systems in which case management teams will struggle to find out whether client projects are being delivered on time and within budget. Managing all these processes with one single tool, will not only have a positive impact on the financial management of your organisation, but will also result in your increased ability to meet SLAs and customer commitments.



### Complete service delivery

The Work Management Solution ensures the complete service delivery process is joined up and coordinated. It provides you with a collaborative online environment which means data is accessible to staff no matter where they are carrying out their work. Enabling staff working on clients' sites to access customer information and directly enter their assessment data helps you to avoid data loss, errors and re-keying of information. Not only will this speed up your internal processes it will also allow you to deliver an exceptional customer experience.

To ensure an all-encompassing service delivery approach that adheres to SLAs and quality standards, the Work Management Solution supports you with these features:

- Jobs managed against target date and criticality status
- Management of both in-house and contractor resources
- Site assessment forms with can be modified for different requirements
- Actions and task management
- Status indicators and alerts for all key activities
- Escalations if and where required
- Full audit trail
- Integration with web based mapping systems (GIS) to help with route planning
- Document management
- Advanced security protecting valuable customer and business data

## Integra Work Management Solution

Improve workforce efficiency, job management and customer satisfaction



### An integrated business solution to generate growth

The Integra Work Management Solution will not only deliver an improved service delivery - and thus have an impact on how you are perceived by your clients - it will also change the way you run your business today. Process automation will lead to the maximisation of sales opportunities, faster invoicing and improved cash flow. Dashboard reporting will allow you to illustrate your organisation's KPIs in real time and to drill down into specific data where needed. This will provide managers and executives with an accurate view of how the business is performing against its most important goals and with the insight needed to generate dynamic growth.

#### Business benefits

- ✓ Improved response to enquiries and maximisation of sales opportunities
- ✓ Increased work-force efficiency through single data entry and removal of spreadsheets
- ✓ Instant insight into staff availability
- ✓ Streamlined invoicing process
- ✓ Visibility of key business metrics in real-time
- ✓ System access via internet browsers
- ✓ Secure and simple management of customer, supplier and sub-contractor information



### About Capita Integrated Business Solutions

Capita Integrated Business Solutions (Capita) provides world-class financial management software, e-procurement and bespoke solutions to service-centric organisations helping them to realize strategic cost savings and modernisation objectives. Today, over 400 clients use our innovative solutions to increase their operational performance.

Learn more at [www.capita-ibs.co.uk](http://www.capita-ibs.co.uk)