



Top 6 ITSM benefits for Housing Associations



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Managing a Housing Association's day-to-day operations is a time consuming one involving remote workers, tenancy requests, maintenance tasks and invoice processing, all the while requiring compliance with Health and Safety and other Government regulations. If you outsource work to external partners, such as maintenance, this also adds a whole new layer of complexity when managing operations, often making it difficult to collaborate or regulate.

Fortunately, there are now a number of highly capable and very cost effective IT Service Management solutions opening up new ways for Housing Associations to manage their organisation more efficiently, drive down their IT service costs and greatly improve both customer service and satisfaction levels.

One such option is Technosys' ITSM for Housing Associations, which utilises market leading technology from ServiceNow, including their Field Service Management and Facilities Management modules, in one simple solution designed for your organisation.

Developed around the latest technology and best practice, the software is tailored to your organisation's needs and is both fast to deploy and easy to use.

And, as this is a SaaS (Software as a Service) product, the platform comes fully supported, removing the need for internal IT to support and maintain it, thus saving you both time and money.

Here are our top 6 benefits for using an ITSM solution:

1) Keep your finger on the pulse

With both Field Service Management and Facilities Management you have the ability to create tasks which are easy to track and enable your team to effectively manage the your day-to-day requirements. This includes visibility of resources and tasks allocated to remote workers, from housing association officers to maintenance. Having transparency in the process and seeing all staff commitments in one space allows you to easily reassign, manage and deploy tasks effectively as well as direct tenant queries quickly and easily to the right team.

2) Stay on top of compliance and industry standards

Many organisations have compliance or industry standards they must adhere to and as a Housing Association, your organisation is no exception. As the software is fully configurable, you can tailor workflow to your compliance needs, ensuring information is completely secure, is assigned to the correct personnel and that clear records are kept throughout the entire process. ServiceNow's Governance, Risk and Compliance application, adds an extra layer of assurance through enabling the effective management of risk and clarification on compliance issues.



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3) Exceptional resource allocation

Management teams often use a combination of tools including email, spreadsheets and home-grown software to manage the maintenance and operation of facilities. This can lead to inefficiencies, audit difficulties and problems with health and safety compliance for staff.

Using an IT Service Management tool empowers management to combat these challenges. Structured and automated processes can be set up which make the day-to-day organisation of staff much easier. Your maintenance teams' workload can be easily tracked to ensure that the right resources are allocated in the right place at the right time.

4) Improve communication with staff and tenants

Communication with both staff and tenants can be improved through the use of an online portal which contains information about maintenance schedules, known issues and other important records. Automated processes can be put in place to ensure tenants are kept informed of the status of maintenance requests as well as enable off-site or mobile staff to update their progress with requests on the go.

5) Simple but effective

ServiceNow's platform is easy to work with at both technical and user level. An easy to navigate user interface makes setting up tasks simple and combines all information into an accessible format. It allows for a consolidated view of staff availability, allocations and capacities for additional work which is all tracked through any ServiceNow application, making it highly adaptable.

6) One solution to many problems

Our ITSM for Housing Associations combines multiple problem solvers into one single solution. Whether you need to track incidents or tasks, manage maintenance, deploy staff effectively, address tenant complaints or develop financial forecasts based on resource allocation, this platform is designed for you.



Who Are Technosys?

As a partner with ServiceNow, Technosys are an IT Service Management solutions specialist dedicated to streamlining organisational processes for efficiency and productivity. With over 30 years experience implementing ITSM tools, our teams' expertise and knowledge are second to none, providing you with the information you need to find the best solution for your company