



Moat

**A CommonTime Mobile
Solutions Case Study**



The Customer

Moat is a leading housing association operating in the South East of the UK. They provide high quality homes and services for people in housing need.

Moat own and manage homes throughout Kent, Sussex, Essex, Hertfordshire and South London, and develop around 500 additional new homes each year.



The Situation



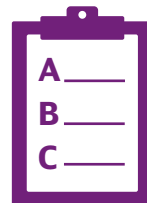
Moat's property portfolio was diverse and spread across a wide geographical area. Moat needed a solution for their staff to access key property and tenant data whilst out in the field.

Moat pride themselves on delivering a high quality of service to their tenants. The solution would not only need to bring efficiencies to Moat's staff, but also ensure that residents receive the highest levels of service from their housing officers.



With so many properties to keep track of, Moat's housing officers needed a more effective way of responding to the needs of their tenants.

The Challenges



Moat had found that the cleaning and gardening of communal areas has always been an emotive subject for their residents.

From their service charges, residents are aware of what they are paying for cleaning and gardening, and when standards are not met, residents can become frustrated – and understandably so.

Moat were spending an increasing amount of time dealing with these issues, and were keen to ensure that a regular cycle of cleaning and gardening inspections were taking place.

Moat also wanted to ensure that the results for these inspections were easy to record, and that evidence in the form of photographs could also be collected for reporting purposes.



The Decision

Moat took the decision to mobilise their entire surveying process. This would enable their housing officers to receive all the information they needed about resident's accounts and properties, and also send detailed information back to the office while still on site.

Having researched a wide

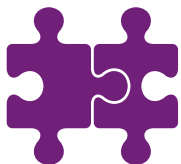
range of possible mobile solutions, Moat approached CommonTime to discuss how our mobile application development platform, mDesign, could be used to address their requirements.

Central to the project was the need for an app development platform that Moat could use *themselves* to create the apps

they needed, as well as the ability to scale and develop additional mobile applications in the future.

Moat recognised the value of this platform approach (as opposed to a point product solution) and opted to use mDesign as the de-facto development tool for all the organisation's mobile needs.

"The mDesign platform is very versatile, since developing our first solutions, it's been easy to extend development to mobilise other key areas of the business." Daniel Johnson, Director of Information Systems, Moat



The Solution

By using the mDesign development platform, Moat designed a mobile application that could be used to create any number of property surveys. With the application, surveys could be created to 'score' the condition of individual properties, blocks or even full estates. This allowed good maintenance levels to be identified, whilst also recognising areas in need of improvement.

As part of this project Moat also incorporated the ability to take utility meter readings, allowing them to save time when dealing with the energy suppliers in relation to communal and void properties.

The application was structured in a way that enabled Moat to make the most of their investment in the mDesign platform, by extending the survey type list to include the following:

- Estate – Cleaning and gardening
- Estate – General inspection
- Block – Fire risk assessment
- Property – Planned works satisfaction



The Results

Moat's housing officers now have full visibility of all resident account information, including rent transactions, conversation notes and any arrears agreements. They also have access to details on any recent repairs or planned maintenance. Any changes to this information can be sent remotely to Moat's Housing Management System. The scheduling of inspection work is now significantly more efficient and effective, with workers spending more time in the field and less time completing paperwork.



The Future

Moat has plans to implement further apps to mobilise other functions. One of the initial projects is to enable housing officers to select and visit properties based on variables such as location proximity and rent arrears status. Moat currently use a desktop system for this purpose, but extending it to mobile devices through mDesign will provide Moat with increased efficiency, improved tenant interaction and significant cost savings.

The CommonTime app development platform

CommonTime's mDesign app development platform, makes it simple to **Make, Mobilise** and **Manage** a huge range of business applications and processes. By incorporating

CommonTime apps into your mobile working strategy, you can deliver increased **flexibility, scalability** and **security** to your mobile workforce.



CommonTime can mobilise virtually any business process, across all contemporary mobile devices

Introduction to mDesign



MAKE

Drag & Drop Environment
Low Code Design Platform
Business Process Centric
Quick & Simple to Create



MOBILISE

Cross Platform Flexibility
Simple to Deploy
Enterprise Security
Cost Effective



MANAGE

Centrally Managed
In-Field Updates
Direct Data Links
Fully Scalable Solution



Get in touch

We'd love to hear from you. If you'd like to get together to discuss your mobility needs, would like a quote or just need some friendly advice, why not give us a call.

UK: 0845 009 0028
USA: 866 706 0609
or email sales@commontime.com

Visit our website

For more information about CommonTime and mDesign please visit our website www.commontime.com