



ViXEN service and maintenance

ViXEN Service and Maintenance is an extension of the ViXEN Contractor system, intended to deliver the full benefits afforded by modern technology to the services contractors.

The system has been designed specifically for those contractors involved with PPM and reactive maintenance services. It has been developed through consultation with leading UK contractors and is constantly evolving to ensure that the very latest time and cost saving advantages are made available to you.

The optional adoption of mobile data can extend the benefits of the system to your engineers in the field, in turn streamlining your business operation and improving your client service with the addition of our advanced vehicle Telematics, optimising the use of resources and reducing your costs.

The flexible modular structure of the system allows you to create a personalised solution suited to your business needs today, whether you have five engineers or five hundred. As your business needs develop, our software solutions can adapt to meet your new requirements.

engineer's diary

An integrated resource management tool, ViXEN Engineer's Diary is a modernisation of traditional industry practices intended to aid in the management of the mobile workforce and the scheduling of jobs, whether PPM, reactive, day works or installations.

The software is functionally rich and easy to use, with jobs being allocated via an electronic "drag-and-drop" T-Card. Engineers can be grouped according to location, skill set or other chosen criteria to assist in effective planning.

With an on-screen view of available resources operations managers and supervisors have immediate access to vital resource information. An automatically refreshing Task Monitoring screen allows viewing of real-time job status reports to ensure deadlines are met and calls chased as effectively as possible. Task Monitoring can be viewed by region or client or other set criteria, for ease of reference. For contractors providing planned and/or reactive maintenance services, Engineer's Diary interfaces with ViXEN Service Records within ViXEN Service and Maintenance, to create an industry specific service management solution.

service records

ViXEN Service Records is an advanced database of records designed to facilitate successful resource and project management. For greatest benefit, it can be used in conjunction with Engineer's Diary and integrated mobile data. Records held within this database include: client details; site details for a client; plant for a site; work schedules for types of plant; call-outs for the site and PPM visits for the site.

client web call enablement

If you are seeking to engage your clients in the delivery of maintenance services to their housing stock, you can offer them direct access to your system to allow them to log calls directly. Alongside the time-savings this setup can afford you, it can also allow your client to interrogate existing job progress and, as such, form an important customer service to be included in a tender for business.

mobile data

Incorporating the use of mobile data technology into ViXEN Service and Maintenance extends the system benefits to engineers

in the field and further develops the potential afforded by your software solution. Via the use of handheld PDAs, or other mobile device, engineers can be fully mobilised, being granted access to job, site, plant and history details while on-site, and delivering time and job sheets, and industry forms to the office remotely.

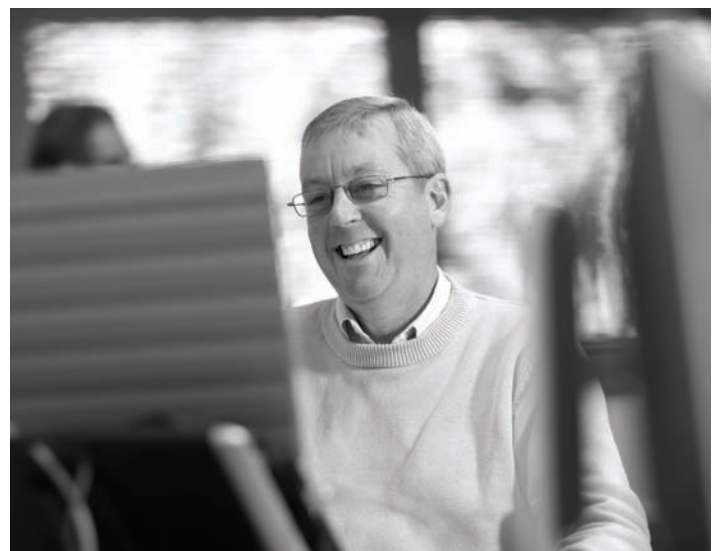
On-site and off-site times can be detailed more accurately than ever before, granting confidence for ETAs and generating superior real-time reports for clients.

Integrated with the ViXEN Materials Database, mobile data also allows engineers in the field to submit purchase requisitions remotely and be kept updated with the purchase order process. Engaging the engineer and improving stock control, this facility is a vital new edition to the ViXEN portfolio.

Reducing travel demands, communication costs, paperwork and storage, this mobile data extension also improves cashflow by speeding invoicing. With the potential to deliver a rapid return on investment and dramatically improve KPIs, the ViXEN integrated mobile solution can help modernise and streamline existing operations for greater profitability and client service.

auto-cert™

Speeding the certification process and removing the need for data re-entry, Auto-Cert is a Vixensoft facility designed to lighten the burden of new regulatory schemes (e.g. Part P & L). Direct from the engineer on-site, data entered onto industry forms requiring certification can be sent to the office and automatically collated for submission. The detail required by the certification body can then simply be submitted by email at the touch of a button.



intergrated tracking and scheduling

Integrated tracking and scheduling is a step beyond standard tracking solutions. Causeway Telematics is an integrated application that provides the key to efficient resource management, reduced fuel wastage and enhanced operational transparency. It also stands to add value to your client service and lower your business carbon footprint. Working alongside the ViXEN Engineer's Diary scheduling application, Causeway Telematics software provides access to comprehensive 'one-click' monitoring, enabling you to allocate work to the best located and first available engineer. Detailed reporting facilities provide valuable records of vehicle movements and, in conjunction with e-Time Sheets functionality, can be used as

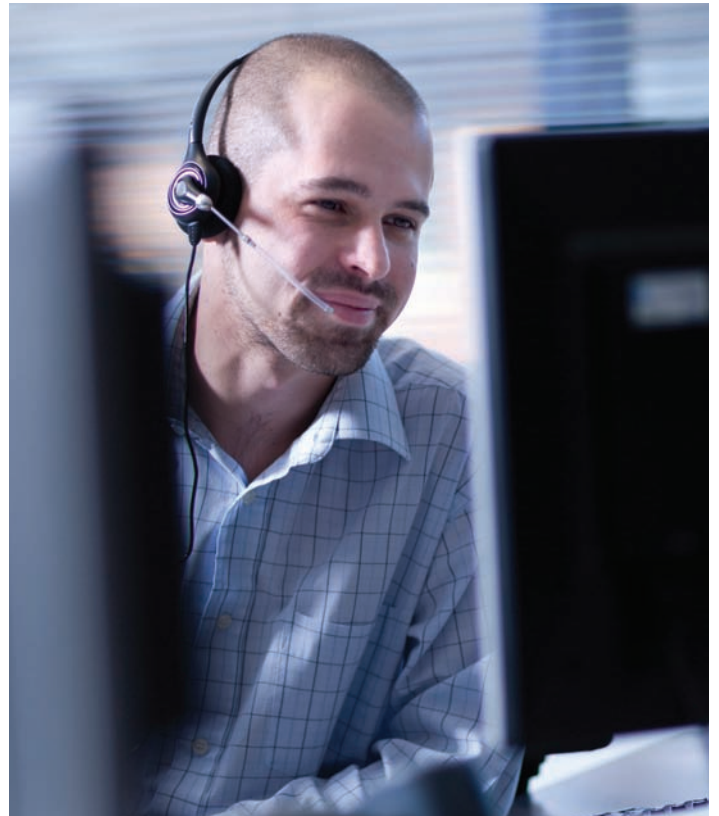
a means of checking the accuracy of on and off-site time sheet information provided by engineers, as well as motoring efficiency and fuel consumption. The data is accurate, secure and real-time, enabling operational managers to control and monitor on-the-road staff with an unprecedented level of efficiency.

Text messaging is a cost effective method of engaging tenants, homeowners and commercial clients by alerting them to engineer arrivals in advance. This new function can help improve your access rates by increasing the likelihood of finding properties occupied on arrival, and offers a welcome service to customers awaiting a visit.

Out-of-hours operations can be a costly but essential client service. Until now, this has given rise to scheduling difficulties or the expense of paying out-of-hours staff to man a call centre 24/7. In many cases the alternative has been to sub-contract a third party to provide the cover, which comes with complications regarding control, reputation and cost.

ViXEN Out-Of-Hours provides a process solution to this problem, by allowing on-call engineers to log a new job themselves from any internet access point, effectively raising the job from home and allocating themselves the work. The job is then sent to the engineer's PDA as if by the usual Diary operator and any data returned from site via the PDA, including forms, time sheets and van stock, is automatically stored against the job in the system for review by office staff during normal office hours.

Any contractor aware of the complications, risks and costs associated with providing out-of-hours services will appreciate the potential value of this simple but effective solution.



job costing

As the hub of the ViXEN integrated solution, or simply as a separate module, ViXEN Job Costing is capable of managing the most complex invoice pricing structures, committed costs and job analyses, and has the capacity to be applied to 'connections' jobs. Designed to facilitate management of contract costs, whether calculated on a Schedule of Rates, Fixed Price or Costs-Plus basis, ViXEN Job Costing is an essential project management tool.

purchase orders

The ViXEN Purchase Order module links to ViXEN Estimating, Purchase Ledger and Job Costing modules. Using information from within the integrated system and the Price File Database, the ViXEN Purchase Order facility is capable of producing printed orders and product descriptions, calculating prices, discounts and the value of outstanding orders, and delivering vital analyses.

When integrated with ViXEN Mobile Data, purchase order requisitions can be logged directly by the engineer via his PDA. Subsequent progress updates can then be sent automatically to the on-site engineer responsible for the original requisition. Calculated on a Schedule of Rates, Fixed Price or Costs-Plus basis, ViXEN Job Costing is an essential project management tool.

stock control

The ViXEN Stock Control module maintains total control of stock movements giving detailed information on stock levels and goods on order, as well as a complete history of incoming and outgoing transactions. It interfaces with the Price File Database to keep up-to-the-minute information at the project manager's fingertips.

sales ledger

ViXEN Sales Ledger delivers the tools required for advanced sales analysis, as well as helping you improve credit control. With the capacity to be linked directly to word processing, spreadsheet and database packages, ViXEN Sales Ledger allows you to send mail, market and analyse your services more efficiently.

purchase ledger

ViXEN Purchase Ledger is integrated with the Nominal Ledger, Job Costing and Sub-contractor modules to facilitate the recording of payments and tax deductions under the Construction Industry Taxation Scheme. BACSTEL-IP links deliver the very latest secure online payment options.

nominal ledger

ViXEN Nominal Ledger provides extensive reporting facilities and the capacity to produce monthly management reports automatically, when integrated to prime source modules such as Sales and Purchase Ledger, as a result of once-only postings.

cash book

ViXEN Cash Book collates postings made to the Nominal, Sales & Purchase Ledgers, registering them against relevant bank account references to facilitate bank statement reconciliation.

payroll

ViXEN Payroll has been custom-designed for building services. It may be used as an independent payroll module, or with direct interfaces to ViXEN Job Costing and Nominal Ledger.

client (interim & retention)

ViXEN Client manages the often complex tasks of recording, reconciling and accounting for interim applications, client certificates, deferred VAT, discounts and retentions on contracts. Additionally, when integrated with Job Costing, it can provide vital profitability reports to assist in budgeting and marketing.

subcontractor (interim and retention)

ViXEN Subcontractor is a mirror image of the facilities for the Client module, though linking to the Purchase Ledger rather than the Sales Ledger. The system is capable of producing a remittance advice detailing subcontractor payments, with their due dates and, if applicable, any CIS Tax that has been deducted.

For more information

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