



Don't let administration erode your profitability. Don't risk your client Service Level Agreements, either. Northgate EPC Work Management puts you in control. It saves time, cuts cost, monitors quality and increases customer satisfaction. And that's not all. If you add Northgate Mobile and EPCIP web service, the extra productivity should increase your revenue by thousands of pounds, a year.

Northgate EPC Work Management System

Get EPC efficiency and earnings up

Why waste time and money by managing your EPC work with paper-based systems? You can do it in a fraction of the time with Northgate EPC Work Management - and increase your turnover.

- Saves time and avoids appointment errors with central booking
- Allocates the right Assessor for the job, automatically
- Keeps your clients advised of job status at all times
- Meet Service Level Agreements
- Gain national capability for greater income through free integration with other Northgate EPC WMS.

Northgate's EPC Work Management System (WMS) can transform your EPC efficiency - and increase your annual earnings.

Not only does it cut your overhead by automating almost every procedure, it can also earn you tens of thousands more in fees. By integrating with the WMS of other Northgate clients, it lets you accept jobs even in areas where you have no Energy Assessors.

Better still, when you integrate it with Northgate EPC Mobile and EPCIP web service, the extra productivity could increase your revenue by thousands of pounds, a year.

It also integrates with directly with client software or third-party panel systems so that you can automate job management with clients.

Essentially, Northgate's WMS makes it easier for Energy Assessors to manage their work and easier of you to manage your workforce. You

can monitor business performance utilising comprehensive management information, including travel time and time on site. This can include geographical mapping to help staff collocate logical clusters of work for areas they may not be familiar with. In short, you have full control over service quality and efficiency.

Gone in 60 seconds

The WMS swaps the potential errors or laborious paper-based admin for a modern, web based electronic process. It matches jobs to diaries. It matches Energy Assessors to jobs; according to their skill level, availability and location, and it revolutionises the booking process. Jobs can be booked and sent in less than 60 seconds via the Northgate EPC WMS and EPC Mobile integration.

Assessors can preview the EPC online, check the ratings and recommendations and amend them as necessary. The WMS has already

"Let's make change work"

Essentially, Northgate's WMS makes it easier for you to increase the number of surveys, per Assessor, by reducing time and any need for them to return to the office.

You gain competitive advantage through reduced cost and time to respond.

accessed the central register and acquired the Unique Property Reference Number (UPRN) for the job. There is no need for any manual intervention when the EPC is submitted, the WMS receives the RRN from Landmark and the job is closed on the system. It's virtually automatic from start to finish.

Sure and safe

You can increase efficiency, productivity and earnings still further by adding Northgate's EPC Mobile to the WMS.

Energy Assessors carry a mobile device - a PDA or tablet PC - and the WMS interfaces with it directly using GPRS. Jobs are booked straight into the device so there is no risk of delay. The system automatically checks the availability and suitability of the Energy Assessor for the job, puts it in their diary and alerts them.

The mobile device even has optional satellite navigation built in so the Energy Assessor can find the location easily.

The device also sends messages back to the WMS. For example, it lets the Energy Assessor tell the system when they are en route to the job, when they have arrived and when they have finished. Most importantly, it sends a red flag warning to the WMS when the Assessor has been on site longer than usual. This is a key measure for lone worker safety.

On site, the Energy Assessor enters the EPC information into the device (including digital

images) or can also use a digital pen/paper and sends it directly to the Northgate EPC portal. There's no waiting, no need to go back to the office, and no lengthy paperwork. The system prompts the Energy Assessor so nothing is missed out. In fact, it won't let an EPC be submitted unless every section is completed.

Promote your corporate identity

By using the free included web service EPCIP (energy performance certificate instruction portal), your customers can enter and track jobs directly to your WMS, significantly improving the quality and cost of job administration

This can also be branded with your company's identity to reinforce your service each day.

You have electronic efficiency from end to end. You minimise the risk of delays and errors, and speed up the whole operation. In particular, using mobile cuts the time Energy Assessors need to spend on site. As a result, they can carry out more jobs and increase turnover.

Why not ask someone who's already using WMS with EPC Mobile and EPCIP? We'll put you in touch.

Let's talk

With Northgate you get cost-effective innovation from public service experts. We help you increase efficiency and provide excellent service. Let's meet and discuss it.

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About Northgate Public Services

Teamwork, transformation, results. These three words summarise what you get from Northgate. Most of all, results.

Northgate is a public sector and utilities specialist that operates within strategic client partnerships to make change work for you. We help you transform your business processes, streamline the customer experience and reduce overhead.

Northgate clients achieve lower costs, less paperwork, better performance and more joined-up working. Northgate partners over 95% of UK local authorities and every UK police force.

Our technology manages over 40% of the country's social care records, processes over £12 billion of revenues and benefits, drives the electoral administration systems for 18 million people, manages over three million local authority and housing association properties worldwide, supports the national system for reporting police performance and enables real-time monitoring of Britain's roads.

www.northgate-is.com/publicservices