



Using Northgate EPC Mobile could increase your revenue by thousands of pounds a year. That's how well it helps Energy Assessors to organise their time and speed up EPC Surveys. It streamlines your entire administration process. There's less paperwork, travel and risk. You have a virtually 100% automated process from end to end. You can meet your service levels more easily, focus on quality and grow your business.

Northgate EPC Mobile

Get business moving with EPC Mobile

Cut your overheads, protect your Service Levels and increase your revenue by using Northgate EPC Mobile. If you also use Northgate EPC Work Management you'll have the fastest and most efficient administration system in the industry

- Less paperwork
- Less travel
- Less risk
- 20-25 more EPC surveys per DEA per month
- Excellent customer service

By using Northgate EPC Mobile you can transform your EPC administration. You'll cut costs, increase customer service and reduce risk.

Northgate EPC Mobile is available to all Assessors - if you work for yourself, in a small team or for a large organisation we have a cost effective solution for you.

Change paper to Improve Performance

Assessors will carry PDAs that links directly to the Northgate EPC Portal, via the mobile phone network. If you have a number of Assessors to manage and use the Northgate Work Management System (WMS), Assessors will never need paper forms or diaries again. Jobs are booked straight into the PDA, therefore also reducing the need for call centre staff.

The system automatically checks your availability and suitability for the job, puts it in the electronic diary and alerts you.

Jobs can't be overlooked so, your Service Levels are protected and there is no risk of delay. Jobs can be booked and sent to the Energy Assessor in less than 60 seconds because the Northgate WMS is the best in the industry. In fact, it is the only one designed exclusively for EPC surveys (the others are modified versions of existing systems). **Best of all, the WMS uses protocols developed by Northgate for the emergency services, where speed and accuracy are priorities.**

User Friendly and Efficient

Northgate Mobile EPC is user-friendly, too. The PDA's functions match the EPC portal so, it is easy to submit and preview the EPC, from site, via PDA.

There's also optional satellite navigation that is programmed automatically with each destination as soon as the job is booked. You don't even have to enter a postcode to find the route.

"Let's make change work"

Because Northgate EPC Mobile can reduce the time to conduct an EPC survey, you can make more and earn more.

More surveys with the same people

Most importantly of all, Northgate EPC Mobile puts productivity into overdrive. You can do more EPC surveys with the same number of Energy Assessors.

There are two reasons for this. Firstly, skilled assessors can spend more time in the field. You don't have to keep returning to the office. All reports and digital images can be sent and saved on the Northgate EPC portal, directly from site. The system also eliminates time-wasting confusion by allocating the right digital images to each job automatically.

Secondly, surveys can be completed sooner because the PDA prompts you with all the relevant questions. It is also updated monthly from the SEDBUK database to minimise the time spent on assessing boiler types. Nothing is overlooked and you avoid call-backs.

This all means that DEAs, for example, could each carry out 20 - 25 more surveys per month. That could raise your revenue by thousands of pounds or more, per Assessor, per year.

Lone worker safety

The device also contributes to customer service and Energy Assessor security by sending messages back to the WMS. For example, it lets

Assessors tell the system when they are en-route to the job, so the customer is notified. They can record when they have arrived on site and when they have finished. Most importantly, the PDA 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.

Quality and Integration

You have electronic efficiency from end to end. You minimise the risk of delays and errors, you can focus on quality of service and speed up the whole operation. Also, the software is updated automatically to maintain performance excellence.

Building on our unrivalled experience in the public services and housing management arena, we have the capability to provide integration with housing management and stock condition systems in order to capture and store property information (as well as EPC data) to improve the quality of housing data.

Why not ask someone who is already using Northgate EPC Mobile? 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