



Northgate Housing is the market-leading information system that lets you manage social housing in the most efficient and customer friendly way. Northgate Housing is an advanced and scalable solution that delivers the entire core housing functionality you need and lets you integrate with other key functions like CRM, e-services and remote working.

Northgate Housing

Giving social housing a makeover

"Let's make change work"

Stockport Homes and Brent Housing Partnership have achieved 3-star ratings using Northgate Housing.

Efficient and effective service delivery

Northgate delivers:

- An easy to use and intuitive solution
- Increased efficiency and productivity
- Enhanced and improved customer service
- Modern, flexible and future-proof system
- Innovative and adaptable software
- Fast, flexible and affordable technology
- Scalability to suit any size organisation

Choosing Northgate Housing will provide a solution that allows you to work more efficiently and to provide a better service to your customers

A total solution to your business requirements from the UK's leading provider of housing management and information systems.

Northgate Housing offers facilities to improve productivity and customer service and lets you increase your efficiency still further by linking seamlessly to your chosen 3rd party suppliers via the unique Northgate Integrator. By choosing Northgate you minimise your risk and increase your performance.

Northgate Housing is a modern, flexible and future-proof solution for housing management. It is fully browser-based and aligns your back office technology with Internet technology so that you can deploy it over the intranet in-line with e-Government principles. It helps you achieve Best Value and meet your e-Government targets.

Northgate is one of Oracle's largest UK partners and Northgate Housing is based on the latest Oracle relational database technology. Together with the design of the system, this gives you a flexible and future-proof solution that will readily accommodate changes in your business requirements.

Successful housing management requires more than first class software. By choosing Northgate Housing you will benefit from expert project

management, implementation, consultancy and training. Post implementation you will enjoy first-class account management, operational support and customer led User Groups.

Northgate employs more professionally qualified housing staff than any other systems supplier; this is why Northgate Housing is so user-friendly, intuitive and pro-active. By choosing Northgate you have a partner who really understands your needs.

Specialists who have expert knowledge of social housing have developed Northgate Housing. Through strategic market and customer involvement we ensure that product innovation and development remains continuous and relevant.

Northgate obtain regular feedback from our users, both throughout the UK and overseas. Northgate is committed to working for you and with you to guarantee the highest levels of performance, cost-effectively, with the lowest risk.

Northgate deliver an excellent total solution to your business requirements now and whenever they change in the future.



"As well as these transformations in efficiency and customer service, two more benefits of working with Northgate have been system flexibility and the relationship... Working with Northgate has been a real partnership"

Kevin Hurst
Housing ICT Manager
Nottingham City Council

Value through innovation

Using technology to supply modern service delivery and outstanding levels of customer service.

Northgate Intelligent Mobile For Housing

Intelligent mobile working that increases your flexibility and productivity whilst improving customer care.

Northgate QueryView

Management Information System allowing you to extract information quickly, format it professionally and communicate reports, presentations, business analyses and responses to ad-hoc queries.

Northgate TargetView

Executive Information System improving control of performance against target. Access high-level information, monitor progress, identify problems and stay on track in every area of operation.

Northgate Task Manager

Integrated workflow management system helping to reduce errors and maintain deadlines by allocating work items according to your business rules and processes.

Northgate eServices

Offers self-service transactions to customers that can be deployed via your web site or on a kiosk. Allows your customers to complete an on-line application form, view account details or log an enquiry.

Northgate Integrator

Enables external systems to communicate directly with Northgate Housing using open standards for data interchange.

Northgate InterFinder

Enables customers to log repair requests directly over the Internet, 24/7/365, using a graphical tool to specify the problem.

Northgate eBenefits

A unique tool to assist housing officers in identifying the benefits that an applicant or tenant is entitled to. It captures all the details relating to the benefit claimant and assesses eligibility against all 61 welfare benefits.

Northgate Documents

Integrated document management system reduces your paperwork by storing documents electronically.

Northgate RepairFinder

More accurate recording of repair problems by enabling non-expert staff to log repair requests using a graphical tool.

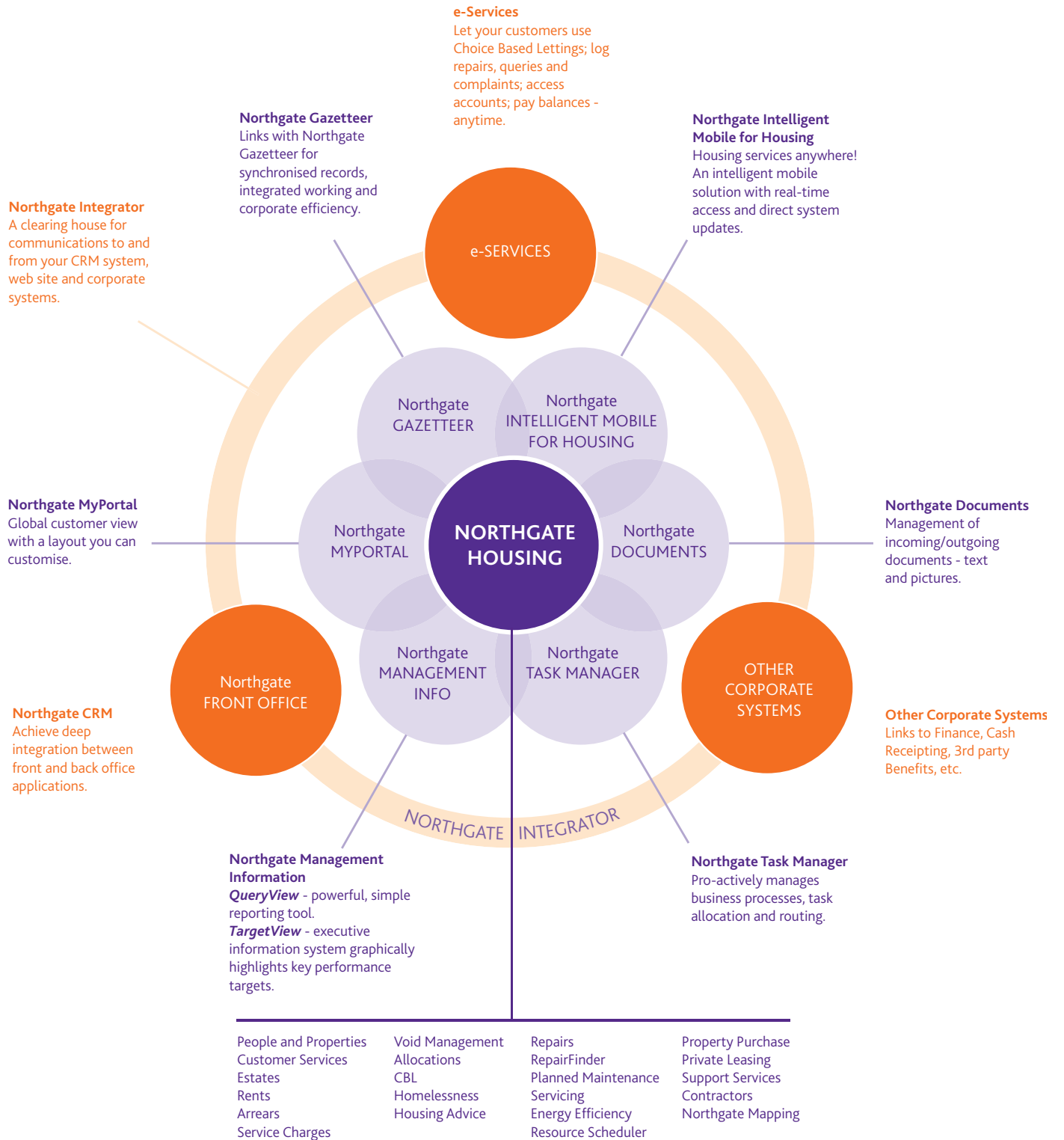
Northgate Mapping

Integrated GIS solution providing an efficient way of geographically viewing and analysing property based data.

More than 1.5 million properties in the UK and over 3 million worldwide are currently managed by Northgate Housing



Northgate Housing overview



Let's talk

With Northgate you get cost-effective innovation from local authority experts. We help you increase efficiency and give citizens 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 80% of UK local authorities and every UK police force.

Our technology processes over £12bn of revenues and benefits, drives the electoral administration systems for 18 million people, manages over three million local authority and housing association properties worldwide, and supports the national system for reporting police performance. The company was founded in 1969 and employs over 6,000 people.

www.northgate-is.com/publicservices