

# City Response

City Response Limited (CRL) is a Property Maintenance Specialist focusing on the Social Housing Sector across the North of England. With offices in Oldham, Leeds and Chesterfield, they employ over 170 people. CRL are the former DLO for Northern Counties Housing Association, now part of the Guinness Trust.



CRL purchased Accuserv in 2005 and have worked in partnership with InterNETalia to develop the systems to meet the challenges that growth and continuous improvement bring.

Over the last 12 months, InterNETalia have developed true integration across Northern Counties client system, Northgate Housing, the resource scheduling system, Opti-time, and the handheld software solution from Cognito.

It is possible in this environment for a job to be booked in to the clients SX3 system, and come back completed and ready for invoice with the only person touching that job being the operative on his PDA. The workflow is the job to be booked on SX3, an appointment allocated in Opti-Time while the tenant is on the phone, the job is sent electronically to AccuServ, Opti-Time allocates the job to an Operative and updates AccuServ with the operatives details, AccuServ sends the job to the PDA, the operative completes the jobs as specified on the PDA, it is automatically completed on AccuServ and Opti-time, and AccuServ sends the completion back to SX3.

“This integration has given us increased efficiency and a fantastic suite of products that actually talk to each other!” says Andy Plant, Executive Director of CRL.



He goes on to say, “All InterNETalia staff supplement their great technical abilities with a customer focused, solution oriented approach and this really helps when they are working alongside our staff as part of a project team. In my experience of software providers, InterNETalia are always looking to improve their product to meet the clients needs and are much more flexible than most about making changes.

**Overall, we are very pleased to work with AccuServ, as a product, and InterNETalia as a partner organisation”.**