

SUPPORT

When you call our helpdesk, you can be assured of a friendly, quick and efficient response. Regular surveys of our user base tell us that our helpdesk gives an excellent level of service. This service has further been enhanced through the addition of a customer support area on the Aareon UK web site, where you can review existing helpdesk calls and log on to our knowledge base.

PRODUCT DEVELOPMENT

As Microsoft Certified partners, we develop our software to the same standards and using the same tools as the software you already use on your desktop today. This means that QL offers you a modern, simple, intuitive and highly flexible way of working that blends seamlessly with all the Microsoft Office software to put your housing management system where it should be – at the centre of your operations.

By employing only the latest industry-standard tools and technologies, we are able to offer a truly modern product. By investing in QL, you are buying a future-proof IT system that will grow and adapt to your rapidly changing environment.

USER GROUPS

Aareon UK is a company that listens to its users. The User Group is proactive, positive and well attended. We support the user group and we learn from what they tell us. This leads to continuous development – from minor changes in products or services, to completely new developments.



Aareon UK Limited,
Building 500 • Abbey Park • Stareton • Kenilworth • CV8 2LY
Tel : 02476 323723 • Fax : 02476 323724

www.aareon.co.uk

For further information or to book a demonstration call:

02476 323 723

VERSATILE IT SOLUTIONS...



...FOR THE SOCIAL HOUSING SECTOR



Aareon
WE MANAGE IT FOR YOU

www.aareon.co.uk

Aareon UK Limited is a Software Company providing IT solutions to the Social Housing Sector.

We are the leading European Housing IT Provider, with over 6.5 million units of stock managed on our software throughout Europe. Our position as a profitable, growing and innovative organisation enables us to set the standard for business processes in the housing sector both today and in the future.

THE QL PRODUCT FAMILY

QL is a truly integrated and highly functional software solution designed specifically to meet the needs of Social Housing Providers. Easy to implement, easy to use and easy to run, QL makes your staff's job easier whilst streamlining your processes and giving you access to the information you need to make the right decisions at the right time.

QL's modular structure allows you to choose the elements you need to manage your business, whatever your structure, shape and size....

The core modules are:

- **QL Housing**
- **QL Financials**
- **QL Personnel/Payroll**
- **QL Business Intelligence**



Integrated into the core functions, QL offers:

- Customer Relationship Management
- Mobile Working for repairs, arrears and estate management
- Supporting People
- Contractor Module
- Development Module
- Web integration for tenants and business partners
- State-of-the-art reporting
- 'Out-of-the-box' KPI module



IMPLEMENTATION

Implementing a Housing IT solution requires knowledge and experience. Our team of implementation staff all come from Social Housing backgrounds. Between them, they have the experience of over 100 implementations into organisations like yours, as well as many years of front-line housing knowledge.

We base our approach on addressing the key issues faced by our customers:

- Your ongoing business agenda
- Your tight resources
- Your set budget
- Your timescale

By understanding implementation issues from the customer's perspective, we are able to ensure that we work in true partnership with you to manage risk and achieve your goals.

Our Professional Services team undertake overall project management, working in partnership with our customers to schedule, deliver and manage the following key implementation stages:

- Site survey and installation
- Organisational consultancy to help map your key business processes onto the system
- Implementation consultancy including system build and testing support
- Technical consultancy for interfacing, data transfer & system enhancements
- Training

All implementations are governed by the Aareon Implementation Methodology, which is a clear, structured and documented framework, focused on three main aims – to deliver the solution on time, in budget, to quality standards.



VERSATILE IT SOLUTIONS...



...IN ALL SHAPES AND SIZES.

