

Viridian Works With 1st Touch On Digital First Mobile App

Submitted by: 1st Touch

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Viridian Housing is running a 1st Touch (www.1sttouch.com) mobile working app to make their Housing Officers lives easier by reducing administration and cutting out the use of paper. The innovative app forms part of Viridian's Digital First initiative led by its IT and Research & Innovation teams.

Viridian's Digital First strategy aims to radically improve services for both customers and colleagues by developing their digital offering.

Viridian is a social housing provider to over 30,000 residents spanning London, the South East, the Midlands and West Sussex. Their Digital First strategy is to create beautifully designed, easy to use online services that people want to use and come back to. The strategy is being implemented via a range of projects delivered with product owners from across the business. One of the first projects to go live is based around the New Tenancy Visit:

The app, which is delivered via the 1st Touch platform enables Housing Officers to:

- Check household details and any vulnerabilities
- Check rent balances
- Check repairs history and report a repair
- Report Anti Social Behaviour
- Run through early tenancy questions

Viridian's Research & Innovation team worked closely with the Housing Officers and 1st Touch to ensure the app was designed in a way that would not only bring efficiencies to the process but also demonstrate the power of mobile solutions to both colleagues and residents alike.

Commenting on the new app, Viridian's Head of IT Dominic Rogers said, "Through our Digital First initiative we have a real opportunity to shape the way our staff and customers engage with us, and we see getting mobile right as key to that experience. The 1st Touch app plays an important role here and we look forward to working closely on this and other areas where mobile might make a difference."

For his part, Greg Johns CEO of 1st Touch welcomed Dominic Rogers comments adding, "Viridian's Digital First strategy sets the standard in terms of functionality, bandwidth and an evident investment in expertise and professionalism. We are immensely impressed by the work of their IT and Research & Innovation teams and look forward to exploring other areas where mobile can help drive efficiency, customer care and Value For Money."

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Note to Editors: About 1st Touch (www.1sttouch.com)

Southampton based 1st Touch, a subsidiary of Aareon AG (www.aareon.com), has enabled dozens of field workforce-based organisations to embrace new mobile technologies and so achieve significant savings, greater productivity and more cost-effective use of resources. 1st Touch Mobile delivers clear and unique benefits: These include the system's acclaimed 'Smart Airtime' feature where 'airtime' is

minimised and the system is always available with or without 'airtime'. The system's flexibility through simple customer control over forms creation and amendment is also widely acclaimed. There is integration to multiple back office and other enterprise software applications, so that data is entered only once.

With its widely acclaimed mobile technology, 1st Touch has a clear focus on the Social Housing and Local Government markets. Many social housing providers and local authorities, at large, now benefit from the fast and tangible, best of breed benefits that 1st Touch mobile technology delivers to the enterprise.

To date, over 50% of the social housing market, which has deployed mobile technology, has chosen to implement 1st Touch. In local government, 1st Touch has already been adopted for a wide range of mobile workforce uses. Ready to use applications for local authority organisations include: Public Buildings, Highways/Street Services, Environmental/Waste Management, Revenues and Benefits, together with Planning Control and Trading Standards.

1st Touch software is available on a wide variety of platforms including: Windows Mobile, Apple and Android.

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