Maximise resources
Minimise waste

One Contractor

Capita

Keeping society moving

Cutting-edge technology focused on improved work management and efficient repairs and maintenance services.

Designed specifically to manage direct labour and services, One Contractor's core suite offers you access to a breadth and depth of functionality that enables you to deliver a premium service and create better outcomes while keeping your residents safe.
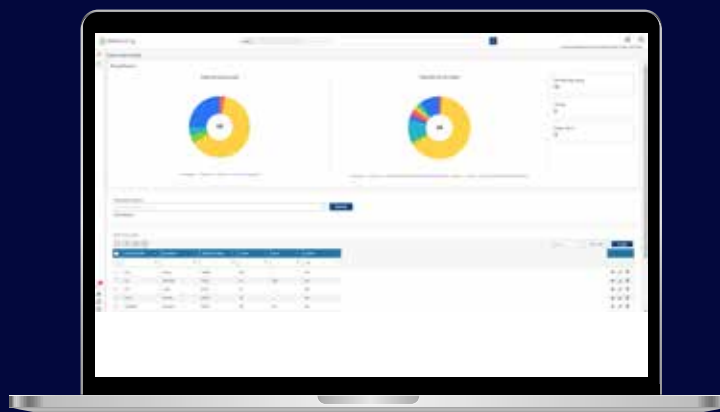
One Contractor is one of the UK's most comprehensive workforce management software solutions, used to manage more than half a million homes and schemes throughout the UK.

The functionally-rich system allows you to proactively measure and optimise the performance of your maintenance activities. It features a set of flexible tools that help you to automate and streamline your processes and proactively manage your internal or third-party contractors/repairs and maintenance activities. It has an easy-to-use, intuitive web and cloud-based interface that provides a 360° view of all elements from repair scheduling, job costing, works ticketing and stock control to tenant access and more. The solution makes it easier for your employees and contractors to remotely access key information when carrying out work and deliver profitably or viably within agreed service level agreements.

One Contractor has been built, not modified, for the cloud, and is used by more than 5,000 tradespeople every day. Capita One Contractor provides more insight across all aspects of housing than any other system on the market today.

Great repairs and maintenance management leads to smarter business decisions, empowers employees and, crucially, delivers a better service to residents, ensuring better outcomes for everyone.

Key reasons to use
One Contractor

Built not modified for the cloud

Meets the expectations of the modern workforce, while futureproofing your organisation's needs.

Maximises your investment

Improves employees' efficiency and effectiveness, while reducing operating costs.

Compliance comes as standard

Meets the latest legislative and regulatory requirements throughout the UK.

A simplified user experience

Reduces the time it takes to train your employees and improves the accuracy of your data.

A single, joined-up flow of data

Integrates seamlessly with our One Housing and One Assets solutions.

Fully secure data

Our no-compromise approach ensures that your and your residents' data is always protected.

Complete mobile accessibility

Delivers full access to information for connected mobile users in any location.

Adapts to your business

A functionally-rich core suite ensures Capita One's Contractor solution fits with your requirements now and in the future.

A proven track record

Benefit from our experience in delivering trusted and specialist software to the UK's social housing sector.

Whether you're integrating with One Housing or complementing third-party systems, you'll have everything in one place to protect and develop your property portfolio for future generations to enjoy.

Great works management results in smarter business decisions. Aligning your management of infrastructure with your organisation's strategic policies and direction supports the long-term success of its business mission, goals and objectives.

IF YOU'RE LOOKING TO:

- Create a single view of your services, irrespective of your sector, so you can record, plan, evaluate, report, manage, transfer and archive in one functionally-rich system, providing a 360° view for managing labour, maintenance, jobs and materials, and monitoring 'on costs'

- Reduce wasted journeys and your carbon footprint through better planning and resource usage, which helps you to deliver better homes for your residents

- Increase workforce efficiency with One Contractor's newly-designed user interface, which enhances usability – everything is only one click away

- Increase 'right first time' repairs and provide a service that exceeds expectations

- Maximise value for money through collaborative procurement and partnerships that allow you to negotiate more smartly

- Increase your organisation's 'up time' – One Contractor operates 24/7/365

- Meet legislative, compliance, regulatory and auditing requirements with efficient and effective automated information management

- Eliminate disparate systems with total integration between materials, supply chain management, stock replenishment and many other applications

- Make your field service management more flexible by integrating it seamlessly with Capita's One Mobile

- View and manage aspects of assigned repair jobs on any device with a screen that is 10" or larger. The data is extracted from the One Housing system and provides a real-time view and updates.

It's powerful

With Capita's One Contractor, you have the flexible, powerful tools you need for faster, more accurate mobile works management.
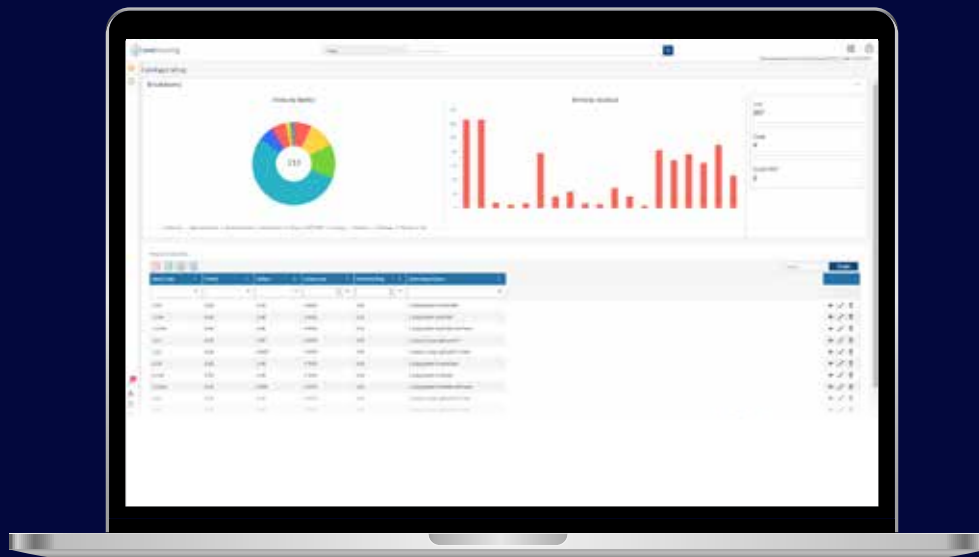
Capita's One Contractor portal allows external contractors to view and manage aspects of repairs jobs that have been assigned to them. The data that they see is extracted from the One Housing system and provides a real-time view and updates.

It's practical

Our stores and purchasing, job costing and 'what if' scenario planning enables you to model stock condition and expenditure, using the latest analytics and dashboards for confident forecasting and financial planning.

Add value and enhance the benefits of One Contractor by adding One Housing, One Assets, One Mobile, One InSight and One Portal. You'll have a complete picture of your works management in one place to protect and develop your portfolio for future generations to enjoy, and to ensure the best possible outcomes for you and your residents.

Contact us

**If you need any further assistance,
please email css.account.support@capita.com or
call 0161 274 8140 and a member of the team will be happy to help.**

Capita