



Headline Features

- > Integrated scheduling & mobile data
- > Client Access & Call Logging
- > Annual Safety Check processing
- > Visit reminders & ETA text message
- > No Access reporting
- > Electronic CP 12s & signatures
- > Flue Gas Analyser integration
- > e-Van Stock & e-Time Sheets
- > Lone Worker & Out-of-Hours solutions

Specialist solutions for gas service and maintenance

“After short-listing and trialling several packages we decided to introduce the Vixensoft solution. The PDA-based system was straightforward and the scheduling facility was the most user-friendly and flexible to use.”

Campbell Montgomery, Head of IT



At Causeway, we specialise in software solutions for gas appliance installation, servicing and reactive maintenance companies. Our Vixensoft systems boast a customer-base that ranges from industry leaders such as J Tomlinson Group, SSE Home Services and Sure Group to small and mid-sized local contractors - everything from 5 to 500 user systems.

We are also advocates of mobile technology, recognising the contribution it is making to transforming gas maintenance operations. We are constantly exploring new ways of working that shift the IT focus from the back-office to the front-line and which, in turn, deliver measurable cost savings to our customers.

We understand that you are looking for a quantifiable return on your investment and that you, too, are under pressure from clients to deliver improvements and cost savings year-on-year. That's why our R&D team are guided by your needs and client service goals, and why each new development is specified with a tangible benefit in mind - a better First Fix rate, a streamlined procurement process, an improvement in van restocking.

By streamlining traditional processes and minimising paperwork, our solutions offer previously unimaginable savings across the business - from procurement to payroll, from stock control to resource scheduling. We have also partnered with best-of-breed suppliers to deliver automated scheduling, integrated vehicle tracking and a Bluetooth® FGA link.

Our gas service & maintenance solutions are seamlessly integrated, providing real-time data from engineers direct to Service Records, Job Costing, Purchase Ordering, Stock Control, Accounts and Payroll modules. We can also interface to third party financial software. This streamlining minimises data entry and errors, while retaining the requisite control checks to maximise confidence in your field operations.

In partnership with



Headline Benefits

- > Shorter job-to-invoice times
- > Better First Fix rates
- > Minimised office paperwork
- > Reduced travel times & fuel wastage
- > Real-time job status information
- > Improved client service
- > Superior KPI reporting
- > Lower operational costs
- > Duty of Care compliance

“The Vixensoft solution offers a robust and reliable platform for our business and customers, and their continued innovation and high level of service stands us in good stead for the future.”

Mick Williamson, MD, Inspace Partnerships



Call logging & client system interfaces A call-out can be logged by a resident online or by telephone, email or text message. Call-outs can also be uploaded directly from a client’s call handling system where interfaced with the resource scheduling program (Engineer’s Diary). Pre-set data, such as SLA compliance information, can be sent back to the client system, as required, and secure access can be granted to allow the client to view live progress data.



Mapping, scheduling & Out-of-Hours PPM and reactive call-outs are allocated manually or automatically within resource groups. Where tracking is employed, scheduling is guided by a real-time on-screen view of engineer locations, alongside which live job status is visible to ensure the best located and first available engineer always gets the job. An Out-of-Hours facility enables either an external call centre or on-call engineer to access the system remotely to load and send new jobs.



Remote communications & real-time data On allocation, new job details are sent automatically to the selected engineer’s PDA or other mobile device, removing the need to telephone or collect job sheets physically from the office. Office-to-operative communications are then archived, creating a timeline of when a job was sent, received, accepted and completed. e-Van Stocks enables engineers to notify the office of used materials to assist procurement and van restocking and, in turn, improve First Fix rates.



Resident services & job completion Pre-visit reminders and ETA text messages are generated automatically to alert residents, notify them of engineer identities and improve access rates. Residents can also use an online or telephone feedback system. On completion of work, e-Frms, including FGA readings, CP12 and e-Time Sheet data, is returned electronically to expedite invoicing. No more waiting for forms and timesheets to reach the office: the process is instant and eliminates paperwork entirely.



Invoicing & archiving Data returned from the field is authorised and posted to the requisite ledgers for early invoicing. Job details are archived within Service Records enabling site histories and plant data, forms, engineer notes and associated client SLA conditions. to be accessed instantly. This electronic archiving reduces storage demands and data entry, as well as speeding searches for historical records, freeing office staff to use their time elsewhere.



Client service & KPI reports In combination, the advantages afforded by Vixensoft gas maintenance solutions deliver highly attractive performance efficiencies that ensure a superior client service. Our continued R&D will also enable you to show your commitment to on-going improvement, while the systems flexible reporting functions allow you to present KPI reports in any format. Records of resident complaint handling are also available for audit, reporting and monitoring purposes.