

# M3Central for diagnosing repairs



**M3 Housing Ltd**  
Three Kings, 23 Commonside East,  
Mitcham, Surrey, CR4 2QA

**M3H.CO.UK**   
020 8274 4000   
sales@m3h.co.uk 

# M3Central Product Descriptions

## M3Central Reporting

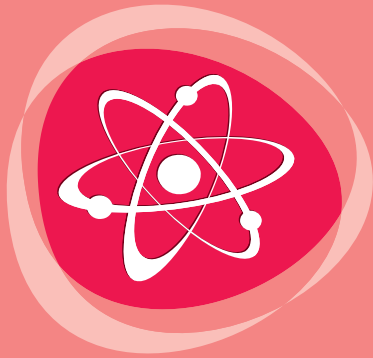
Tool for tenants to easily report repairs using simple graphics. Tenants can add personalised notes for each repair and include a photo of the issue. The tenant can then enter contact and access information before the repair is sent to the landlord. Organisations can tailor settings using the control panel.

## M3Central Diagnostics

M3CentralDiagnostics allows staff to efficiently and effectively diagnose repairs and apply the correct schedule of rates item. Easy to use graphics, word search and an M3NHFSchedule of Rates browser makes finding codes quick and easy. Includes all rates from all trades. Web based, hosted on M3 servers, designed for easy deployment & tight integration with other web-based systems. Ability to use out of office and on mobiles & tablets.

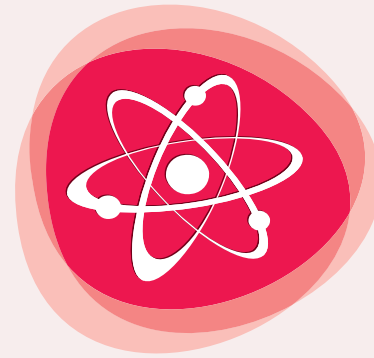
## M3Surveyor

M3Surveyor is an optional add-on for M3Central Diagnostics that can work offline. Primarily used for void property surveys but can also be used to create a schedule of works for any purpose. It supports user created templates, and photos can be attached to each M3NHFSchedule of Rates item.



### M3Central Diagnostics

Diagnose repair orders  
 Quickly navigate M3NHF Schedule of Rates  
 Optimised for phone/tablet



### M3Central Reporting

Report repairs easily  
 Allows photos of repairs  
 Customisable appearance  
 Optimised for phone/tablet

Features	M3Housecall / M3LocatorPlus	M3Central
Web-hosted – integration with web-based HMS	×	✓
Optimised for use on mobile devices	×	✓
API for use with portals	✓	✓
Customisation of content	On Request	✓
Customisation of appearance	On Request	On Request
Multiple Profiles – for varying contacts and work streams	×	✓
Deep linking - Use of a hyperlink that links to a specific piece of web content on a website	×	✓
Language support	Welsh	Welsh



# Why buy M3Central

What does M3Central give you?	
The whole programme in one place	Web-based – links to web hosted systems and bespoke in-house systems
Easily diagnose and/or report repairs	Optimised for phone & tablets
Import M3NHFSchedule of Rates or a bespoke Schedule	Tailored for you & by you via control panel
Can be used standalone or can work with other systems	Carry out surveys with M3Surveyor
Future upgrades at no extra cost	Helpdesk support & account management

## Diagnose

Assign correct M3NHFSchedule of Rates to given repair quickly • Easy to use graphics, word search and M3NHFSchedule of Rates browser • Web-based hosted on M3 servers • Integration with web-based systems • Customisable design • Use M3NHFSchedule of Rates or bespoke Schedule • Compatible with M3LocatorPlus

## Reporting

Tenants can easily report repairs at any time • Can add photos/comments • Tailor settings using control panel • Track repairs raised • Integrate with existing customer portals

## Tools

One system with different modes • Links to other systems • Unlimited helpdesk access • Carry out void surveys • Subscription fees allowing unlimited individual users

## A Community of Users

User-led system development • Unlimited helpdesk access • User events & web casts • Future upgrades at no extra cost

# Support and account management

These services are all included in your annual licence fee

- M3Central comes with free support five days a week.
- Our support team have extensive knowledge on the system as well as social housing repairs & maintenance requirements.
- Clients are encouraged to contact our helpdesk using live chat, email and telephone calls to provide ongoing training and support.

## User Groups

We have a long-established User Group which meets once a year, with an elected Chair and Vice-Chair.


Clients have the opportunity to inform future releases via a suggestion and voting system. It's also an opportunity to share learning and obtain hands on training for new features.


## M3Central Demo

You can try out M3Central by visiting [www.m3h.co.uk/try/m3central](http://www.m3h.co.uk/try/m3central)

We would also be happy to provide a free online demonstration for your organisation.

## Get in touch

 [m3h.co.uk](http://m3h.co.uk)

 020 8274 4000

 [sales@m3h.co.uk](mailto:sales@m3h.co.uk)

 [linkedin.com/company/m3housing](https://www.linkedin.com/company/m3housing)

 [twitter.com/m3housing](https://twitter.com/m3housing)

