



Localitas by 6pm

Are Clusters of Anti-Social Behaviour creating increased Voids?

Are Outstanding Repairs increasing Arrears?

Who are your most expensive customers?

How can you target the most inexpensive customers?

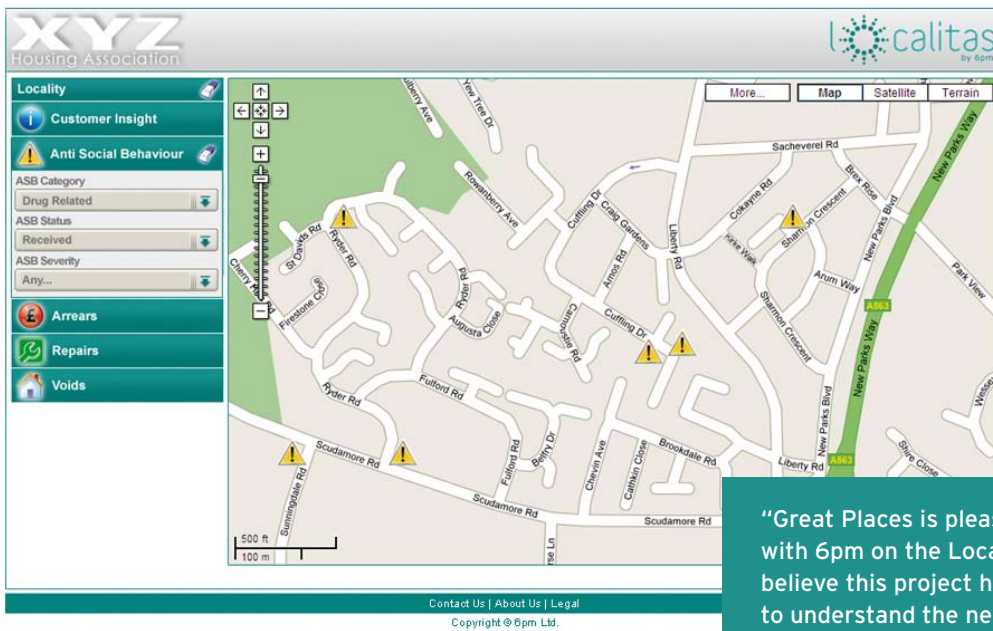
Understanding the interdependencies between Anti-Social Behaviour, Customer Demographics, Repairs, Voids and Arrears will enable you to answer all of these questions and, as a result:

- increase customer satisfaction
- maximise revenue and
- increase cost efficiencies

Localitas by 6pm is a powerful and affordable GIS software for visualising geographic data. The solution is easy to use with an intuitive and highly customisable interface that facilitates the management of your data. Localitas enables you to understand the geographic context of your data, allowing you to see relationships and identify trends that will in turn enable you to take more informed and better decisions faster and ultimately achieve improved business efficiencies.



THINK BEYOND | THINK 6PM



Focused on the needs of the UK Public Sector and tailored specifically for the UK Housing Market, Localitas will provide you with the following benefits:

- Improved Customer Insight including customer segmentation and profiling (both demographic and behavioural) will enable you to provide a better, more tailored and cost-effective service
- Allow you to identify trends and patterns in tenant behaviour as well as the interdependencies between tenant profiles with anti-social behaviour, voids, arrears etc.
- Improve all aspects of your performance from income management to strategic investment by understanding who your customers are, how they behave, what their vulnerabilities are and what services they value. This will enable you to:
 - Target resources where they are needed
 - Prioritise Spending
 - Reduce "Waste"
- Enable better informed decisions, to enable your organisation to:
 - Reduce Anti Social Behaviour
 - Improve Tenant Satisfaction
 - Reduce Arrears and Voids

"Great Places is pleased and excited to be working with 6pm on the Localitas project. We strongly believe this project has great potential to enable us to understand the needs, aspirations and behaviours of our tenants much better, and to tailor the delivery of our services to meet these in an efficient and effective way. The potential of Localitas and the upbeat, constructive relationship we have built up with 6pm makes me certain that we will succeed in improving our performance and increasing our tenants' satisfaction."

Craig Daniel
 Asst Director of Continuous Improvement
 at Great Places Housing Group

Localitas is a highly effective system and is not overloaded with unnecessary and complex GIS functionality making it very easy to implement without the need for expensive consultancy. Our licensing model helps to achieve a lower total cost of ownership.

Localitas may be bolted on to your existing Management Information System or directly to our 6pm Business Intelligence Housing solution which provides a Holistic view of your organisation rapidly combining the data from various disparate systems by reporting directly from the various sources.

Excellent technical support is included in our contracts. Our experienced team of consultants frequently go beyond practical support issues to offering advice on solving specific business issues.

IT and relationship experts.

**Call us about our Housing Solutions.
 We'd love to chat.**



THINK BEYOND | THINK 6PM

Please contact us to discuss your requirements.
 For further information visit www.6pmuk.com or www.6pmmalta.com
 Tel no.: +44 (0)2079176772 Email: info@6pmuk.com