

# INVU:PRESS RELEASE

## • **ANGLIA HOUSING RADICALLY IMPROVES THE SERVICE TO • ITS TENANTS BY USING INVU'S ELECTRONIC DOCUMENT • MANAGEMENT SYSTEM**

• Anglia Housing Group has implemented a system to improve customer enquiries response time for its 11,500 properties. By implementing an electronic document management system in its call centre, staff can instantly call up previous documents and records and therefore deal with enquiries immediately. The system was developed by the document management specialist, Invu, and installed and integrated in the housing association's customer service centre by The Document Works.

• If any tenant calls up with an enquiry any correspondence, such as letters, faxes and emails, can immediately be viewed on the monitor of the person taking the call. They also can access other information on the property, such as tenancy agreements, to help with the enquiry. Previously, these documents had to be located within a filing system, which took time and delayed response times to critical enquiries.

• Invu, which is now integrated with Call Scriptor, the call centre software used by the housing association, is already being used by 350 people and is being rolled out widely across other parts of the organisation to service the tenants more efficiently. This gives access to documentation required by the housing officers and the plan is to roll it out to the accounts department in the next phase, by the end of the summer.

• Invu's Codefree Integration solution was a key element in the successful implementation as it allowed easy and rapid integration with the call centre software. It allowed the team from The Document Works and Invu to generate a bespoke user interface, without any additional programming overhead. This enables it to select previously-stored documents and scanned information and display them automatically for reference.

• John Paul, Head of Information Services at Anglia Group, comments on how easy the Invu system is to use. "We get a variety of calls coming in every day to the call centre staff, from reporting 20% of our documents relating to the properties are out of the office at any one moment, so having access to a scanned image of all information needed to deal with a call there and then is impressive. In the past we would have to take the details, tell the tenant we would call them back and then go off in search of the relevant

information. The system was implemented almost immediately and within a month more than 350 of our staff were able to use it. We are now a much more efficient organisation giving our tenants the service they deserve and expect."

Stewart Wright, Director at Invu, adds, "Anglia Housing currently houses around 25,000 people in its properties around Norfolk, Suffolk, East Hertfordshire, Cambridgeshire and Essex. With our partnership with The Document Works, we have been able to provide these people with a much more efficient system to gain faster feedback and action from their housing association. We look forward to rolling it out into other parts of the business in the near future."

#### **NOTES TO EDITORS:**

##### **About Invu, Inc.**

Invu [LSE, AIM, Symbol; NVUK] develops, markets and sells software (under the brand name of Invu) for the electronic management of all types of information and documents, such as forms, correspondence, literature, faxes, e-mail, technical drawings, electronic files and web pages. Invu targets the small-to-medium size enterprise ("SME") market and individual departments of larger organisations with a range of products which the Directors believe strongly adhere to Invu's brand values of ease of use, high quality and price performance. Founded in 1997 and based in Northampton, Invu has 34 employees and operates in the UK, Ireland and The Netherlands. It recently raised £3 million following its flotation on the AIM stock market in January 2004. Invu's products have been sold to over 1,100 customers, representing approximately 18,000 licensed users. Invu has a proven reseller business model and has established a network of more than 100 Value Added Resellers, 14 of which are in Benelux.

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