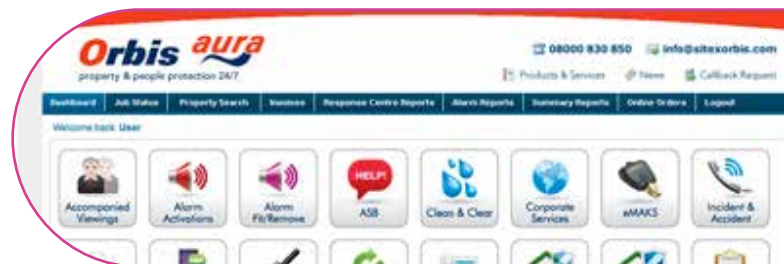# Real Time Reporting Through *aura*

## Orbis manage

Aura is a real-time web-based workflow management and reporting system enabling customers to improve operational efficiency of vacant property management. This unique virtual portal is fully secured, user-friendly and easy to implement. It allows you to instruct, control and track progress of jobs undertaken by the operating team.

## Key benefits

- **Faster** - Aura helps you to deliver multiple services from one supplier, and offers full online visibility giving a clearer picture of what work has been carried out and when, thus reducing re-let times and increasing your income.

- **Greener** - Save up to 500 miles per week*. Our operators upload photographic evidence of every completed job therefore removing the need for you to travel and inspect void properties in person.

- **Leaner** - Saving you 192 days a year*. Aura allows you to instruct online, view the status of every job, and allows flexible reporting and data analysis with a complete audit trail of work undertaken.

*Figures taken from client testimonial on Aura. Available on request.

## What our clients say

" We had never worked with a system like this and found it was very useful to us. We were able to go in and check the status of all jobs that had been put through Aura, this gave us the advantage of managing the turnaround of our void properties quickly. "

Accommodation Officer, Fife Council

## Key features

- Control panel: view real-time status of all jobs and instruct and place work requests online.
- Reporting with trend analysis: monitor work undertaken by multiple operating teams with a full audit trail.
- Property search: access detailed information on individual properties.
- Photos: see a complete log of photographs (before and after shots) which acts as evidence of completed works.
- Alarm activations: view a detailed log of alarm activations and responses.
- Scheduling jobs: ensures work happens on the correct day, at the right time, with the correct people having the right keys.

## REQUEST • TRACK • ANALYSE

## Did you know?

Paperwork, phone calls, chasing suppliers and property visits... that's nearly half a day and up to 500 miles of travel per week wasted*.

*aura*

Instruct online and track job progress on our real-time, web-based customer portal

## Activity Reports
Follow what is happening where, and by who 24/7 with real-time job status updates.



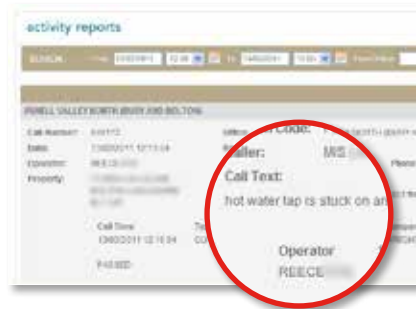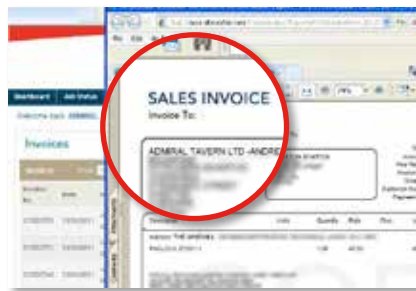## Photo Section
Images are uploaded via pda with time and date stamp as proof of completion. You can have a complete photographic log and audit trail.
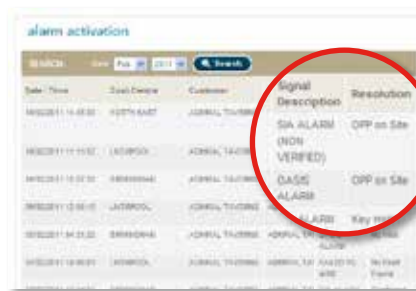
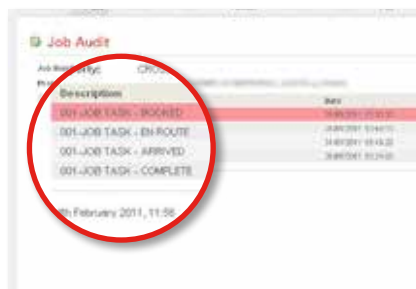

## Invoicing
View invoices online with export features.



## Alarm Activation
Ensures any alarm activations have been responded to.



## Job Audit
Complete audit trail of time scales of all jobs undertaken.

**All information can be downloaded in PDF and Excel format for ease of use.**



# 24/7 services:

## Secure
- Steel screens
- Polymer screens
- Pre-demolition steel 'Permascreens'
- Emergency boarding/ Meter and letter box covers
- Fencing and bollards
- Security doors / Communal doors
- Radio and GSM wireless intruder alarms including Videofied, iTRAP and other alarms
- Access management including eMAKS (electronically managed access key systems)
- Manned guarding and mobile patrols
- Live-in guardians and related security services
- Bespoke risk assessments and security solutions

## Monitor
- 24/7 alarm monitoring and reporting from a Cat II 5979 Alarm Receiving Centre
- Intelligent activation management via sequential verification enabling police and fire service response
- Alarm peripherals monitoring – PIRs, boiler tamper, smoke detectors, loop guard, water detectors, vibration sensors and sirens
- Telecare and welfare alarm monitoring
- Hosted access control
- CCTV monitoring
- Nationwide emergency response
- Out of hours tenant management, emergency repair and response service
- Code5 Lone Worker Protection
- Workforce protection companion service

## Clean
- Property cleaning and clearance
- Specialist cleaning (removal of bodily fluids, human waste etc.)
- Removal of hazardous materials
- Drug den cleaning, needle sweeps
- Fly-tipping and bulk waste removal
- Graffiti removal
- Garden clearance
- Infection control
- Jet washing
- Mould eradication

## Repair
- Kitchen and bathroom strip outs
- Disconnection of services
- Building repair work
- Demolition services
- Flood damage avoidance and repair
- Snow removal / Gritting service
- Glazing repair and replacement
- Hard surface repair (walls, sinks, baths and all hard surfaces)
- Emergency roof repair
- Pest control and disinfection

## Manage
- Aura (web portal) reporting system to track all jobs, site inspections and your account status
- Risk management including insurance products and services
- Vacant property facilities management (fully managed)
- Full range of inspection services

### Property Inspection
- Insurance compliant property inspections
- Full inspection service to include client-driven inspection criteria
- Proactive management of on-site issues including repair
- Health & Safety risk assessments
- Void preparation including drain downs and utility shut off
- Online real time access to your inspection reports, photographs and meter readings
- Energy Performance Certificate (EPC) testing


*orbis*
*property & people protection 24/7*