

8x8 Remote Fix – Transforming property maintenance for housing associations

8x8 Remote Fix™ improves contact centre efficiency and reduces the cost of maintaining properties. Using video interaction, agents can quickly and easily evaluate the urgency of repairs, reduce time spent processing requests for property maintenance and decrease the number of service visits required.

Empower agents

Maintaining safe homes is the number one priority for housing associations and this can be costly in both agent time arranging visits and the charges associated with those visits.

8x8's Remote Fix empowers agents to make an accurate assessment of the urgency of a fault, such as leaking pipes, and to educate and guide tenants through routine service requests, providing essential knowledge, solving issues, increasing tenant satisfaction and preventing unnecessary future calls to the contact centre.

Faster, slicker and cost-effective

With 8x8 Remote Fix, agents and engineers can interact directly with tenants quickly and simply. A video interaction is initiated by a tenant by scanning the QR code on faulty equipment or connected via an SMS link sent from the agent or engineer. GPS location validates the location of the faulty equipment.

Remote Fix makes it easy to provide regular updates to monitor changing situations such as damp and mould, and recordings are stored for engineers to identify changes without the need to arrange site visits.

8x8 Contact Centre brings all communications into a single platform, allowing access to historic conversations to identify repetitive issues and incidents where preventative maintenance may be required.

Key benefits

- **Reduce calls.** Provide real-time guidance and education to instantly resolve routine service requests such as boiler resets that would otherwise require expensive engineer visits. Educating tenants not only saves the cost of this call-out but can also reduce the need for future calls to the contact centre.
- **Increase tenant satisfaction.** A visual connection allows tenants to share information for more accurate assessments. Recordings can be stored and accessed, with annotations and mark-ups allowing for comparisons over time, without the need for engineer visits.
- **Simplify maintenance.** Remote Fix reduces the number of engineer visits that need to be scheduled. Agents and engineers can provide remote support for instant fixes, reducing the need for visits and visual access to a fault to ensure the correct tools and spare parts are on the van to reduce return visits.
- **Lower call-out charges** [A month-long pilot](#) showed that 39% of calls were fixed remotely by one housing association making considerable savings on the cost of arranging and attending site visits, many of which would have been out-of-hours call-outs.

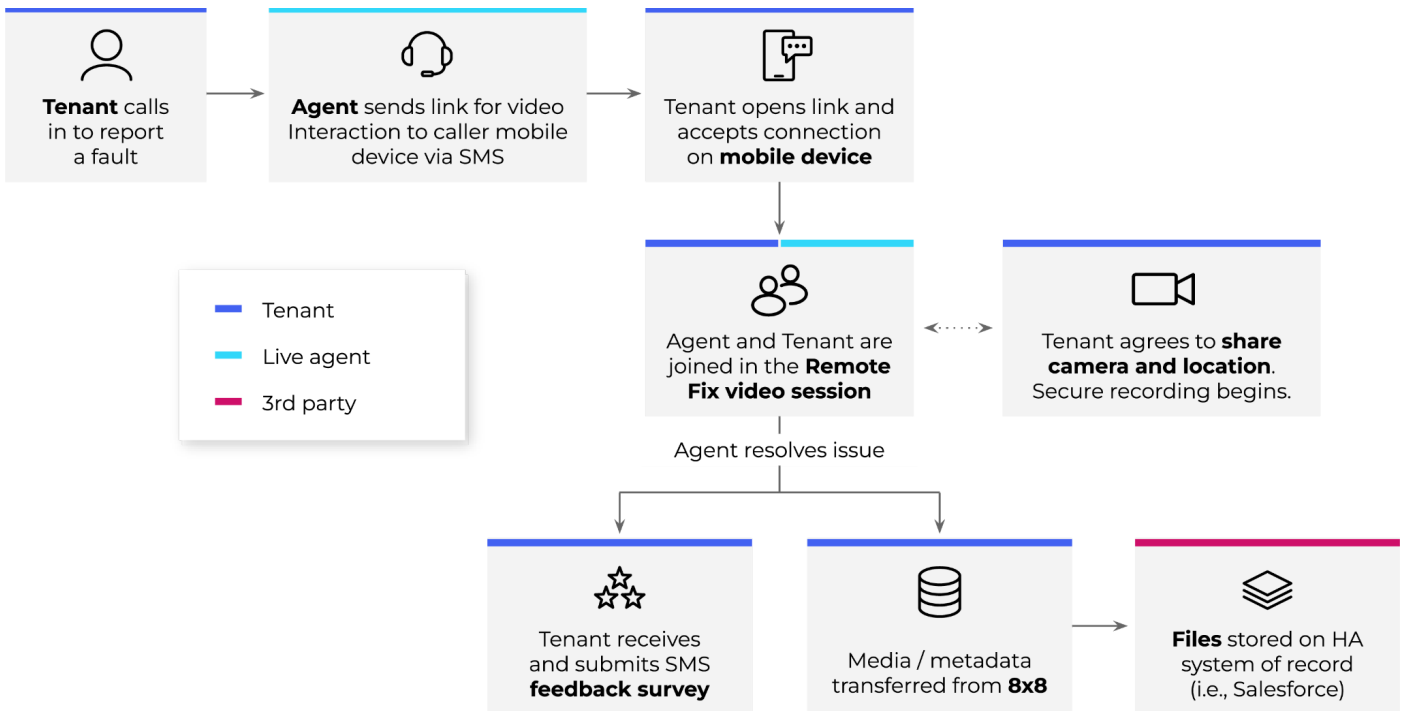
Transform property maintenance with 8x8's Remote Fix as part of your contact centre solution. Effortlessly connect tenants, agents and engineers to improve operational processes, reduce costs and increase first-time fixes.

Evaluation and assessment. The urgency of repair requests is accurately evaluated, reducing unnecessary call-out charges and time-consuming processing of appointments.

Effortless connections. Tenants with agents and engineers are quickly and simply connected using a QR code or SMS link where they can be guided through routine service requests.

Reporting and analytics. 8x8 brings all your interactions together to provide valuable insights, identify trends in service requests and training requirements for continuous improvement.

Integrations. Open APIs and out-of-the-box integrations allow for 8x8 Remote Fix video sessions to be easily stored and accessed for historic analysis.



39% of service faults were fixed via video, the first time, saving costs.



8x8 transformed the way we worked from an IT and CX perspective.



Only 8x8 could deliver a true cloud SaaS solution on a single platform.



£120K saved over 5 years. 80% first-time resolution

[Find out more about 8x8 solutions for housing associations](#)