



Public housing office rationalizes audit process

“Data describing the state of an apartment is not only saved, but instantly transferred to the relevant maintenance department. Since the system includes a classification function, digital pen and paper accelerates the processing of the files of the outgoing tenants.”

FACTS

Customer: Habitat 76, which manages 26.462 public housing units in the Seine Maritime region. Habitat 76 is under the umbrella organization USH (Union Sociale pour l’habitat).

Challenge: To rationalize the change-over audit on rental apartments.

Solution: A solution developed by Keosys incorporating Anoto Digital Pen and Paper technology.

Benefits: A cost-effective digital solution that outwardly resembles traditional pen and paper, while reducing surveyors’ workload and giving quick, accurate evaluation of repair costs. Raises the profile as an innovative organization.

Checking a building or an apartment for damages before a tenant moves out is a sensitive job. It has to be done accurately, and with as little fuss as possible. Habitat 76 found a way to rationalize the process using a digital pen and paper solution.

The importance of getting the paperwork right

The French company, Habitat 76 employs 80 people whose job is to report on the state of buildings and apartments when a change of tenant takes place. The outgoing tenant is present at the survey, and accompanies the

Habitat 76 representative on his or her rounds. When this is done, the tenant needs to sign a form agreeing to pay for any damage that has occurred during his or her tenancy. It’s easy to understand why accurate “paperwork” is so essential to the smooth running of this process.

In the past, the surveyor’s report was written with a normal pen onto an A3 paper form and then posted to head

office. On arrival, the information had to be keyed into the computer system, which effectively meant doing the job twice and involved the risk of details being lost in translation.

Finding a compatible solution

What Habitat 76 needed was a reliable tool for the collection and storage of survey data and tenants’ signatures. In the search for a more rational solution, one important criterion was compatibility with the administrative computer programmes already in use for other functions such as receipt of rent and the administration of maintenance work.

The Anoto digital pen and paper technology offered by Keosys was one of three options considered. Other ideas were to equip surveyors with either small PCs or PDAs that they could carry to site visits.

Mr Alain Brosset, who is responsible for IT at Habitat 76, explains their decision:

“The digital pen and paper solution emerged as the best option. It didn’t

require a change of working methods, except skipping one laborious step in the reporting process, which of course nobody minded. Our customers, the tenants, didn't notice the difference. And to cap it all, this solution proved to be the cheapest by quite a significant margin. After initial research, the new technology was operational within 6 months."

Here's how it works:

- 1) The surveyor fills the forms in just as before, but using the digital pen and paper solution provided by Keosys, which is called Thotibis.
- 2) The digital pen writes normally with ink, but at the same time saves the data digitally.
- 3) Back at the office, the pen is docked in its cradle and the data is uploaded.
- 4) The data is up-loaded to a server which recreates the completed and signed report form, making it instantly readable at the head office.

Mission accomplished

At the start of this initiative, USH set the following objectives:

- To eradicate paper handling and storage (7000 EDL/year).
- To be able to access files in real time.
- To manage the evaluation of the repair costs to be paid by the outgoing tenant more smoothly.

All of this has been achieved. What's more, being the first surveyors to use digital pen and paper technology has contributed to the USH's image as an innovative and forward thinking organization.

Partner Profile:

Keosys is a software engineering company established in Nantes (Western France) and employs 20 people. With the skills acquired since its creation, Keosys offers today 3 main solutions:

- *Visio + : software and hardware solutions for the management of examinations in the medical imaging industry, and more particularly in the nuclear medicine industry.*
- *Thotibis: data entry solution using the digital pen (the Anoto technology).*
- *PIC (Panel Interactif Communicant): interactive communicating solution developed for elderly people's residences.*

Please visit website: www.keosys.com

Customer Profile:

Habitat Seine Maritime is one of 800 French agencies under the umbrella organization USH (Union Sociale pour l'habitat). USH is responsible for managing 4 million public housing units nationwide. Habitat 76 employs 831 people and manages 26,462 units in the Seine-Maritime region.

OPAC Seine Maritime is one of 800 French agencies under the umbrella organization OPAC (Office Public d'Aménagement et de Construction). OPAC is responsible for managing 4 million public housing units nationwide. OPAC 76 employs 831 people and manages 26,462 units in the Seine-Maritime region.

Anoto Digital Pen and Paper technology

An Anoto Digital Pen looks and feels like a normal ballpoint pen. However, it contains an integrated digital camera, an advanced image microprocessor and a Bluetooth® transmitter. Any paper can be used with a digital pen, if the Anoto dot pattern is added to the layout before printing the paper. The Anoto dot pattern consists of numerous black dots that can be read by the digital pen, but are almost invisible to the naked eye. The pen reads the pattern and registers what and where the user writes.