

Housing Management System - Overall Comparison

(All scores are from 1 = Very Poor, through to 10 = Very Good)

Criteria	Capita OPENHousing						Aareon QL-Housing						Capita OPENHousing Average Score		Aareon QL-Housing Average Score		Comments	
	Dennis Boobier	Emma Charlton	John Golding	Steve Gammon	Sue Bewes		Dennis Boobier	Emma Charlton	John Golding	Steve Gammon	Sue Bewes							
Meeting requirements of the specification	8	8	8	8	8		8	8	8	8	8		8	8	8	8	8	It looks like they have been able to meet more of the requirements of the specification that they previously said they could not do I think they will both fulfil the major aspects of the specification. Both systems appear to do all we might expect from a modern housing mgmt system. Both appear to meet the functional requirements of the spec. Both systems meet our specification
Value for money	8.5	7	8	9	9		8	6	7	8	8		8.5	7	8	9	9	Difficult to judge, but based on info provided at last meeting our decision could rest on who is cheapest. Feel Capita may be better value for money as links to other systems we have The recent reduction in cost from Capita gives them an edge on VFM. Capita v12 is a more modern system than Aareon and is also £60k cheaper. Capita are also offering 5 free consultancy days per year. Capita version 12 now providing better VFM as system upgraded.
General look and feel	8	8	8	9	9		8	8	8	8	9		8	8	8	9	9	Looks much better than previously demonstrated. Looks to be comparable with Aareon I prefer the set out and navigation of the Aareon system. Capita much improved look and feel with Windows type tabs. Now level with Aareon. Capita is more modern in its look and use and more in-line with look and feel of other commonly used Msoft/Office software. Both systems now intuitive.
Quality of supplier relationship	7	5	7	8	7		8	5	8	7	7		7	5	7	8	7	Still need to consider Capita's reputation and after sales service. We have experience of this. Is this likely to continue into the future? I'm not entirely sure about this but from what I've seen there is little between them. My guess is that Capita will be harder to deal with in the longer term. Capita appear keener to gain and retain our custom, whereas Aareon have maintained a small element of arrogance. Both make similar claims.
Potential for meeting future strategic or wider needs	7	6	8	8.5	8		7	5	8	8	8		7	6	8	8.5	8	This looks a modern system and will not look too out of date in a few years. Looks to meet most of our future needs and is flexible and adaptable enough for us to change the way we work or do things differently. Feel Capita has edge as can link to other systems Both systems appear to have constant development and enhancement commitments. The decision comes down to the overall package, cost and supplier relationship. Exeter use Capita so potential in future for joint working or contract negotiation. Capita mobile product also has capability for non-Housing use. Both have wider asset-mgmt potential. Both now able to deal with essential profiling information.