



Frequently asked questions

M3Central

1. Can I get both M3Central Diagnostics and M3Central Reporting?

You may subscribe to either M3Central Reporting or M3Central Diagnostics or both. If you subscribe to M3Central Diagnostics, you will be entitled to a licence for M3Locator Plus – M3's desktop software for repair diagnostics – at no extra charge.

2. What is the difference between M3Central Diagnostics and M3Central Reporting?

M3Central comes in two modes: Reporting and Diagnostics.

M3Central Reporting is intended primarily for tenants and residents to enable them to report repair problems as accurately as possible. It is also used by staff, especially peripatetic workers and resident staff, to report repair problems on behalf of residents.

M3Central Diagnostics is intended for both technical and non-technical staff who work with a Schedule of Rates. By default M3Central provides access to the M3NHF Schedule of Rates but it can host any Schedule of Rates, whether based on the NHF Schedule of Rates or not.

3. Can M3Central be customised?

The Control Panel has an online editor with which your admin team can customise any of the available resources including, but not restricted to, the repair problems, the advice, and the Schedule of Rates itself. Plus, your team will be able to test all changes before making them available to your contact centre staff or tenants.

Your team can also create profiles which are unique interfaces of M3Central that can be set up to only display certain repair types. This is especially useful for varying contractor or tenancy types, for example a contractor that only provides plumbing repairs, or a leaseholder that can only report communal repairs.

The M3 team would also be happy to assist with any configuration during the implementation.

4. Can M3Central be integrated with our own system?

M3Central is a web-based system and can be used as a standalone or incorporated as a component of a larger web-based housing management or repairs ordering system. These systems can then integrate M3Central in a way that is seamless to the contact centre staff or tenant. Many of the major suppliers have already integrated M3Central and others are planning to do so. Some of our larger customers have integrated M3Central with their own in-house systems

5. Where is M3Central hosted?

M3Central is a web application that runs on M3 servers hosted in a UK-based data centre. (technical details of the data centre infrastructure are available on request).

6. How secure is the connection to M3Central?

Connections to M3Central are secured by TLS (Transport Layer Security) 1.2 or better. Insecure connections are redirected to a secure connection via a standard HTTP redirection. Connections using older versions of TLS will be rejected.

7. What is M3Central's approach to user privacy?

Although M3Central does not require users to enter confidential information, such as financial or medical information, we still take user privacy very seriously. By default, M3Central Reporting stores any user information in its database, although customers can elect to turn this storage off. The system is GDPR compliant and has a comprehensive privacy policy, which also covers its use of cookies.

8. How does M3Central hold our organisations data?

M3Central software is fully GDPR compliant. M3Central holds customer data and repair reports in a database that runs on a separate server. Each customer also has their own area where their amendments are held. Your team can also download any of the available resources as Excel spreadsheets. This includes, but is not restricted to, the advice, the repair problems, your repair reports, and the Schedule of Rates.