

HOUSING
TECHNOLOGY

2016 | CONFERENCE AND
EXECUTIVE FORUM

HOUSING TECHNOLOGY 2016

Q HOTELS' OXFORD BELFRY, OXFORDSHIRE

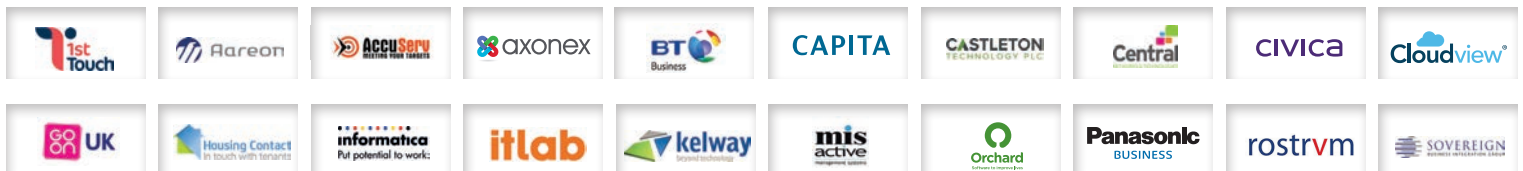
1-3 March 2016

IT STRATEGY | BUSINESS INTELLIGENCE | COMMUNITY NETWORKING

@housingtech #housingtech2016

HOUSING
TECHNOLOGY

HOUSING | IT | TELECOMS | BUSINESS | ECOLOGY





GEORGE GRANT
 Publisher and Founder,
 Housing Technology

THE HOUSING TECHNOLOGY TEAM WOULD LIKE TO WELCOME YOU TO OUR SEVENTH ANNUAL CONFERENCE.

Housing Technology has assembled a wide selection of presentations (pages 4-7) from housing providers and IT suppliers of all sizes, covering the most relevant topics in our sector as well as three fantastic keynote presentations (page 8). You can pick and choose any presentation during the event; there is no pre-booking necessary.

Lunch and all refreshments will be served throughout the day in the exhibition areas. In this area there will be plenty of time to enjoy informal discussions about the latest products and services. As part of the overall conference, we also have three evening events:

Pre-Event Drinks Reception - 6pm, Tuesday 1st March

Housing Technology is hosting an informal drinks and canapé reception at the Oxford Belfry during the evening of Tuesday 3rd March to which all delegates, speakers, sponsors and exhibitors are invited as Housing Technology's guests.

Champagne Reception - 5pm, Wednesday 2nd March

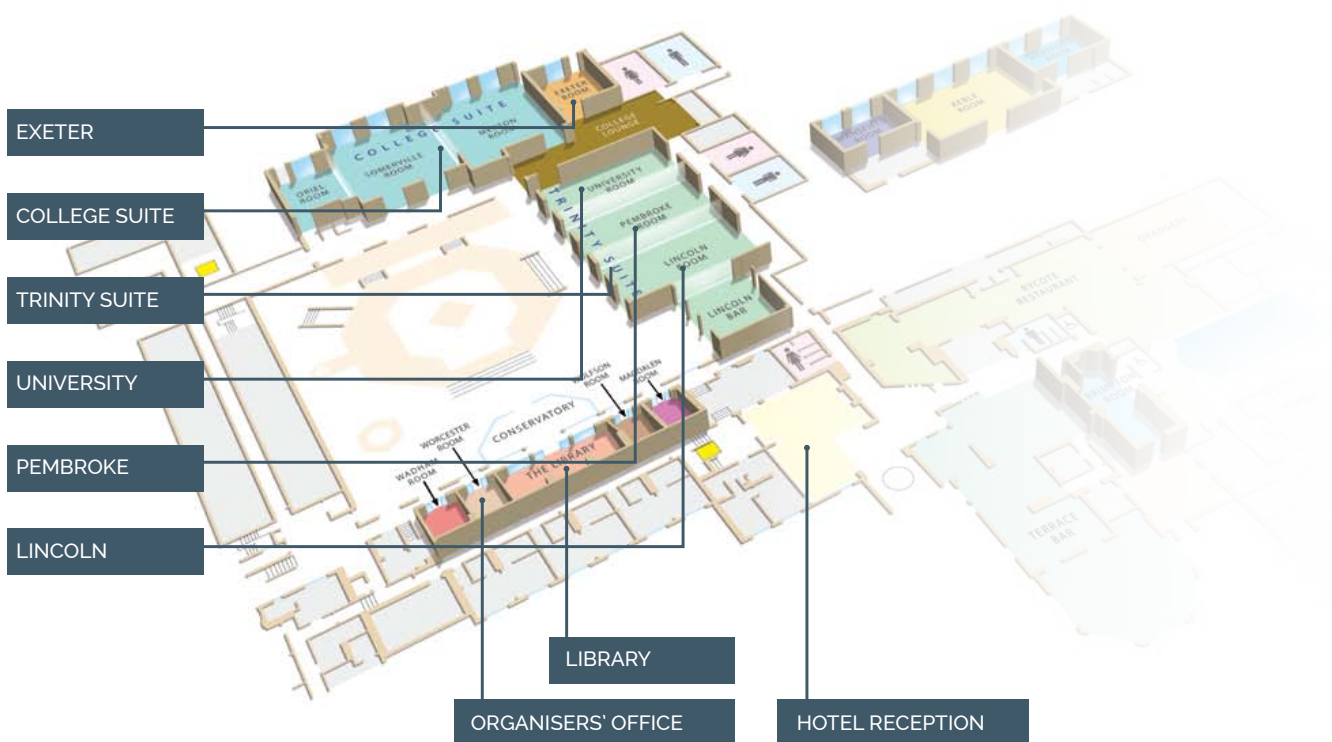
To celebrate the 50th issue (March 2016) of Housing Technology magazine, we are hosting a champagne and canape reception from 5-6.30pm on Wednesday 2nd March to which all delegates, speakers, sponsors and exhibitors are invited as Housing Technology's guests.

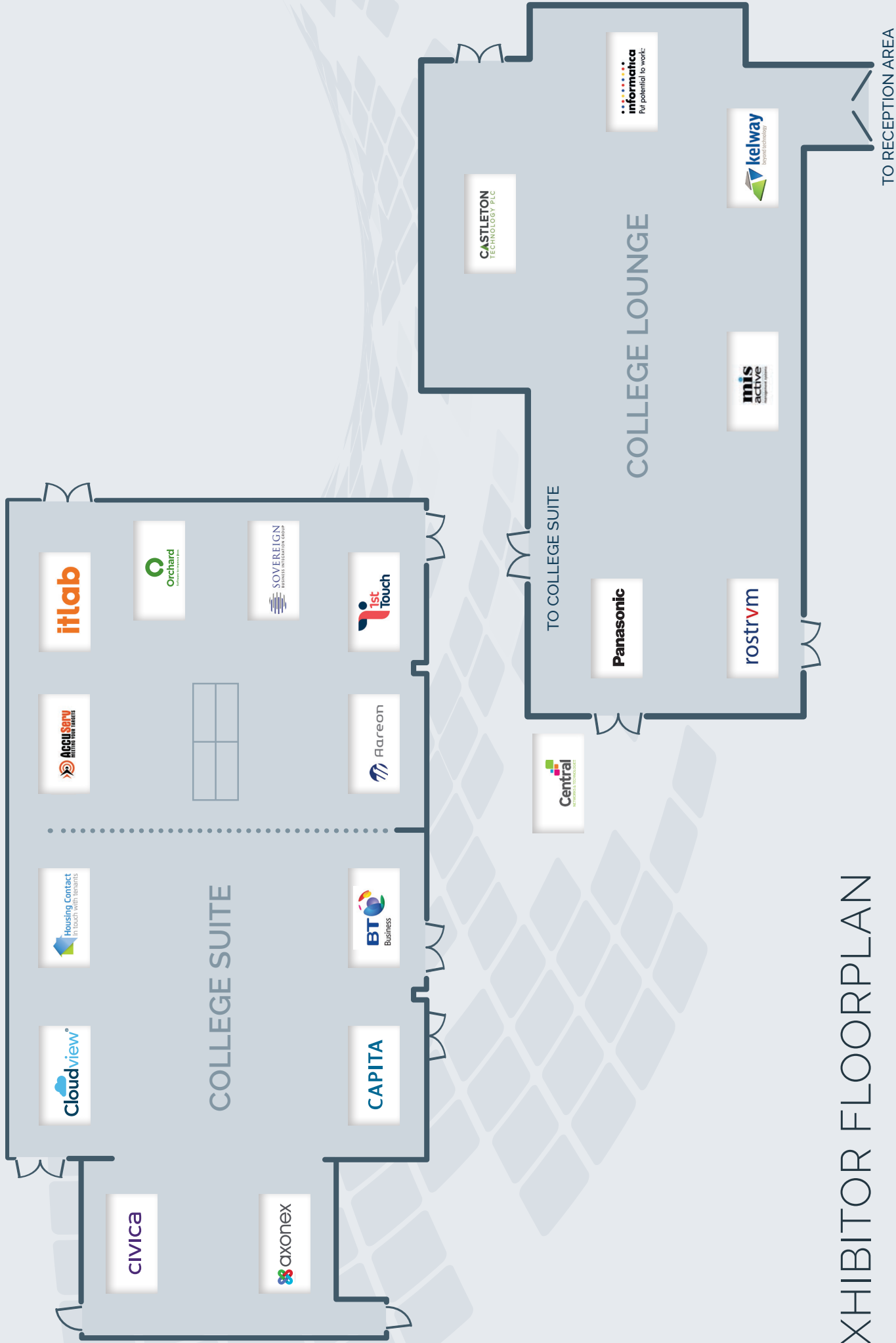
Informal Dinner - 7.30pm, Wednesday 2nd March

Following the champagne reception, there will be an informal supper which all delegates, speakers, sponsors and exhibitors are welcome to attend. Please note that pre-booking is required; please contact the organisers or the hotel's reception desk.

Please free to ask us any questions throughout the conference or email conference@housing-technology.com.

THE OXFORD BELFRY - HOW TO FIND YOUR WAY AROUND





EXHIBITOR FLOORPLAN

ROUGH GUIDE TO TOPICS

CORE APPLICATION

CUSTOMER SERVICE

INFRASTRUCTURE

MOBILE

COLLEGE SUITE

TRINITY SUITE

UNIVERSITY

0830

REGISTRATION & BREAKFAST

0945

KEYNOTE: DR SUE BLACK, OBE
If I can do it, so can you

1100

CIRCLE
Driving value from relationships with your IT suppliers

1210

SOUTHERN HOUSING
The move to cloud supported by IT maturity

1300

LUNCH

1430

ACCENT GROUP
Tenant engagement - Stop planning & start acting

1600

PWC
Safe as houses? The threat of cyber security

1700 - 1800

CHAMPAGNE RECEPTION | HOUSING TECHNOLOGY'S 50TH ISSUE

1930 - 2100

INFORMAL DINNER | OPEN TO ALL AT HOUSING TECHNOLOGY 2016

WEDNESDAY 2 MARCH 2016

PEMBROKE

LINCOLN

EXETER

LIBRARY

WM HOUSING

Implementing a new HMS, integrated with customer service centre

1ST TOUCH & AMICUSHORIZON

Channel shift 2.0

SPONSOR

HOME GROUP

An innovative approach to knowledge management

WAKEFIELD & DISTRICT HOUSING

The secret to enterprise-wide mobile working

ORCHARD

Generation spend - Intelligent account management

SPONSOR

SOVEREIGN BUSINESS INTEGRATION GROUP

It's a case of when, not if - Protecting your organisation from cyber attacks

SPONSOR

AXONEX

How to work smart: with affordable enterprise IT that manages itself

SPONSOR

NORTH HERTFORDSHIRE HOMES

What does channel shift look like?

AAREON

Aareon Smart World

SPONSOR

THAMES VALLEY HOUSING

Delivering TVH's digital vision

UNITE (INCL. SEVERNSIDE)

Beyond the breach - The reality of a cyber attack

RHP

Revolutionising online services

WESTERN SYDNEY UNIVERSITY

Social media for social housing

CLOUDVIEW

How to Cloudview

SPONSOR

HABINTEG HOUSING

The I-stay@home project

YOUR HOMES NEWCASTLE

Taking dynamic scheduling beyond responsive repairs

ROUGH GUIDE TO TOPICS

CORE APPLICATION

CUSTOMER SERVICE

INFRASTRUCTURE

MOBILE

COLLEGE SUITE

TRINITY SUITE

UNIVERSITY

0830

REGISTRATION & BREAKFAST

0930

KEYNOTE: GO ON UK
Rachel Neaman, CEO, Go ON UK

1015

KEYNOTE: BRIGADIER JAMES RICHARDSON, MBE, CHIEF EXECUTIVE
Returning to the Home Front

1115

MICROSOFT
A modern platform for
housing

1215

**CASTLETON
TECHNOLOGY**
A new hope for housing

SPONSOR

1300

LUNCH

1400

ONGO
Mobile working, dynamic
scheduling and real-time
communications

1500

1600

CLOSE

THURSDAY 3 MARCH 2016

PEMBROKE

LINCOLN

EXETER

LIBRARY

VE, HAIG HOUSING

**SOLIHULL
COMMUNITY
HOUSING**

The government's pay-to-stay scheme

ADULLAM HOMES

Mobile working in a rural area

HAVEBURY HOUSING

How to compile your asset register

BT

BT's solution for the housing sector (See page 26)

SPONSOR

**WALES & WEST
HOUSING**

Cloud computing - Where angels breathe?

IT LAB

Leveraging value for housing providers with big data and IoT

SPONSOR

**CIVICA & SOUTH
LAKES HOUSING**

A journey into implementing Cx

SPONSOR

RED KITE HOUSING

Dynamic mobile working for tenancy issues

**PARAGON
COMMUNITY
HOUSING**

DR test day: Doing the unthinkable

SEREN GROUP

Our care and support services - adding value through IT systems.

CATALYST HOUSING

Securing your organisation: A people centric approach

KEYNOTE PRESENTATIONS



DR SUE BLACK, OBE

Wednesday 2 March
0945 | TRINITY SUITE

If I can do it, so can you

The inspiring and motivating story of one woman's determination to succeed. 25 years ago, Dr Sue Black was a single parent with three small children living on a council estate in Brixton. She is now one of the top 50 women in technology in Europe. Sue talks about how she brought her family out of poverty and built a successful career through education, passion and a determination to succeed.

Recently named in the list of top 50 women in technology in Europe and nominated as the 119th most influential woman in the world, Sue is one of the leading tech personalities in the UK today.

An award-winning computer scientist, radical thinker, social entrepreneur and public speaker, Sue is well known for founding the high-profile campaign to save Bletchley Park, much of which was realised through her use of social media, capitalising upon technology as a fitting continuation of Bletchley's technological legacy.



RACHEL NEAMAN
Chief Executive,
Go ON UK

Thursday 3 March
0930 | TRINITY SUITE

Basic digital skills & inclusion -
Capitalising on the digital
opportunity

12.6m adults in the UK lack basic digital skills. These are skills such as communicating, transacting and managing information.

For housing providers and their tenants to capitalise on the incredible opportunities and benefits that digital can bring in terms of modernising services, reducing costs and improving quality of life, they will need to ensure that all staff and tenants have the skills to make the digital leap.

Rachel Neaman is chief executive of Go ON UK and also is also chair of the Digital Leaders programme.

Rachel was previously the digital leader and head of profession for digital at the UK Department of Health.

As the UK's digital skills charity, we actively seek out and work with partners across the public, private and voluntary sectors to identify opportunities and develop programmes that improve basic digital skills among people and organisations across the UK.



BRIGADIER JAMES RICHARDSON, MBE,
Chief Executive,
Haig Housing



Thursday 3 March
1015 | TRINITY SUITE

Returning to the Home Front

James Richardson left the Army after 35 years to lead the UK's largest veterans' housing charity as its chief executive.

He found bureaucratic, moribund and unimaginative delivery. His passion for real strategy and the need to deliver change set him about creating a new strategy for Haig Housing.

He will describe this journey of personal and organisational transformation, highlight what he thinks strategy really is and why, in a sector where homes lasts hundreds of years, it is vital to get this bit right.

Brigadier James Richardson was commander of all UK army garrisons in Germany. He was awarded an MBE after prolonged and multiple tours of Bosnia in 1997 and the US Bronze Star after his leadership in charring the Patraeus 'Brains Trust' and authorship of the strategic withdrawal and stabilisation plan for Iraq in 2007.

James joined Haig Housing as its chief executive in 2013, providing family and single veterans housing and sourcing and adapting homes for our life-changing wounded. He is co-chair of the COBSEO Housing Cluster.

Haig Housing is the leading UK provider of rental housing for ex-service people, and the strategic housing partner for Help for Heroes.

Haig Housing has over 1,400 properties situated on small well-managed estates, ranging in size from about six houses up to the largest estate in Surrey of over 270 homes.



delivering world class **mobile** applications
dedicated to **Social Housing**

Reduce Costs

- reduce stock costs
- reduce fuel costs
- reduce visit costs

Increase Productivity


- increase operative visits by 40%
- reduce office time by 40%
- eliminate duplicate data entry


Improve Customer Service


- quicker works completion
- faster response to actions
- real-time tenant self-service

BUSINESS & TECHNOLOGY PRESENTATIONS

	<p>Until now 'channel shift' has been about opening up more options for residents to contact their housing provider.</p>	<p>Greg Johns has extensive software solutions and management experience with specialisms in the broad application of mobile solutions and related innovative technologies.</p>	<p>1st Touch, a leading provider of mobile technology, has enabled the UK social housing market to embrace innovative mobile technologies and achieve significant savings, greater productivity and more cost-effective use of resources.</p>
<p>WEDNESDAY 1100 LINCOLN</p> <p>1ST TOUCH & AMICUSHORIZON</p> <p>Channel shift 2.0</p> <p>Greg Johns, CEO, 1st Touch Robert Stewart, Business Systems Manager, Amicus Horizon</p>	<p>Using the 1st Touch 360 platform, as well as Internet of Things technology and smart data analysis, 1st Touch is opening channels that go beyond self-service portals and apps, shifting the responsibility of managing the tenant and the property back to the tenant and the property themselves.</p>	<p>Greg spearheads 1st Touch's successful strategy, as the market leader in mobile for social landlords.</p>	<p>1st Touch Mobile delivers clear and unique benefits: reduced costs to organisations; flexibility through simple customer controls; and integration to multiple back-office and other enterprise software applications.</p> <p>AmicusHorizon provides homes and services to communities across London, the South and South East of England. We are committed to providing more than bricks and mortar. We work to improve the lives of our residents through innovative programmes and training schemes.</p>

	<p>The presentation will be an overview of how the over-arching concept of digitisation is being approached by Aareon to provide housing providers with a modern, collaborative solution for the 21st century, explored from the perspectives of customers, staff, business partners and the internet of things.</p>	<p>Paul O'Reilly joined Aareon UK in 1996 after working in housing management for seven years.</p>	<p>Aareon UK is the leading supplier of housing management software in the UK. QL is a truly integrated, highly functional and flexible software solution designed specifically to meet the needs of social housing.</p>
<p>WEDNESDAY 1430 PEMBROKE</p> <p>AAREON</p> <p>Aareon Smart World - Our vision for connecting housing suppliers, their customers and other stakeholders in the digital world</p> <p>Paul O'Reilly, Account Management Team Leader</p>	<p>He has covered numerous roles ranging from training to account management team leader. His experience includes local authorities and RSLs of varying sizes and structures.</p>	<p>He has covered numerous roles ranging from training to account management team leader. His experience includes local authorities and RSLs of varying sizes and structures.</p>	<p>He has covered numerous roles ranging from training to account management team leader. His experience includes local authorities and RSLs of varying sizes and structures.</p>

	<p>The digital generation is growing up. Does that mean you must revisit your technology strategy and expect to radically change the way services are delivered? Possibly, but are you maximising the capacity of your existing teams and technologies?</p>	<p>Andrew Kidds is regarded as a customer service and contact centre specialist.</p>	<p>Accent Group has been providing high-quality social housing for rent and sale for over 40 years, and we remain firmly committed to providing our residents with the excellent homes and top-quality services they have a right to expect.</p>
<p>WEDNESDAY 1430 UNIVERSITY</p> <p>ACCENT GROUP</p> <p>Tenant engagement - Stop planning & start acting</p> <p>Andrew Kidds, Head of Customer Contact</p>	<p>Following a review of its customer contact arrangements, Accent has created a single contact centre operation in order to achieve qualitative benefits but also to embrace the changing habits of customers and technology.</p>	<p>He has an extensive background in the strategic development of customer service-based contact centre environments and has senior management experience across both the public and private sectors.</p>	<p>He has an extensive background in the strategic development of customer service-based contact centre environments and has senior management experience across both the public and private sectors.</p>

	<p>The presentation will be in two parts. 'Adullam Homes & mobile working' will cover who we are, why we purchased Omniledger Pyramid, what modules we wanted, what we have achieved so far, the importance of project management, the benefits, a day in the life of a front-line worker, what it means to us and the benefits, what we have learnt, and the next steps.</p>	<p>Phil Gardiner has worked in varying roles in the housing field both in the public and private sectors for over 30 years. He is currently project managing the implementation of a new housing management system within Adullam Homes.</p>	<p>Adullam is committed to providing an unrivalled approach for the delivery of support, care and assistance to vulnerable people. Tailored support programmes are developed and provided based on an individual's need, enabling people to regain confidence and learn life skills.</p>
<p>THURSDAY 1115 LINCOLN</p> <p>ADULLAM HOMES</p> <p>Mobile working in a rural area</p> <p>Phil Gardiner, Information Systems Project Manager Anne Hall, Project Worker</p>	<p>The second part, 'Mobile working in a rural area' will cover a typical day for a project worker, the factors involved and the difficulties to overcome, as well as how mobile devices reduce time and distance factors, and help solve digital inclusion problems.</p>	<p>Anne Hall's role is to help the vulnerable, homeless and those at threat of homelessness to obtain and maintain tenancies. She started working for Adullam Homes in 2013 following a period as a therapeutic counsellor.</p>	<p>Anne Hall's role is to help the vulnerable, homeless and those at threat of homelessness to obtain and maintain tenancies. She started working for Adullam Homes in 2013 following a period as a therapeutic counsellor.</p>

A man in a grey suit and striped tie is looking out a window. He has his hands clasped near his chest and is wearing a watch on his left wrist. The background is a blurred cityscape.

It's great when everything fits together perfectly

Software & Services for Social Housing Providers in the UK

Aareon QL - everything you need for End to End Business Processing.


Aareon QL is a total solution that offers you Housing, Financials, HR, Reporting, Asset Management, Contact Management, Tenant Portal, EDRMS and Mobile Working.


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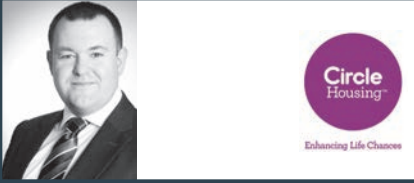
 **Aareon**

BUSINESS & TECHNOLOGY PRESENTATIONS

	<p>Discover the easy way to create a datacentre that boosts and benefits your business. With affordable enterprise IT that manages itself, you can work smarter while keeping your data safe. Learn how SmartStack is changing the way housing providers are managing business-critical applications, scaling for performance, planning for future unknown growth, controlling server and data sprawl, and containing costs, all within an IT infrastructure that's intuitive and easy-to-use.</p>	<p>Neil Vaughan has extensive experience of both the technology market and the social housing sector, and is passionate about how IT can be used to transform life for housing associations of all sizes and their residents.</p>	<p>Axonex delivers innovative IT infrastructure solutions to enhance social housing initiatives – proven platforms that increase efficiencies while decreasing IT complexity and cost. Extensive sector-relevant experience ensures that our in-depth expertise always brings key operational benefits to every housing association client.</p>
<p>WEDNESDAY 1210 EXETER</p> <p>AXONEX</p> <p>How to work smart: with affordable enterprise IT that manages itself</p> <p>Neil Vaughan, Housing Account Director Russell Sampson, Account Executive, Nimble Storage</p>		<p>Russell Sampson has many years' experience of advising on and delivering technology solutions that enable more efficient working practices and data handling for clients across the public sector. His specialist areas of expertise include virtualisation, data storage and storage area networks.</p>	


	<p>Join us on a journey through the Castleton Galaxy where you will find out-of-this world software solutions and IT services! We have merged some of the best technology providers in the social housing sector (Kypera, Documotive, Impact, Opus, HousingBrixx, Montal, Keylogic, SVS and 365Agile) to produce an exclusive range of software products, a unique integrated ERP solution and infrastructure services that cover every aspect of your business.</p>	<p>Castleton Technology provides a comprehensive range of IT software and services, catering to every aspect of your business. Our portfolio includes: Kypera Housing and Financials, Documotive EDRM, CRM and P2P, 365Agile, Opus Ensemble, ImpactResponse, HousingBrixx and our managed services division.</p>
<p>THURSDAY 1215 UNIVERSITY</p> <p>CASTLETON TECHNOLOGY</p> <p>A new hope for housing</p> <p>Jonathan Holyhead, Managing Director, 365Agile</p>		

	<p>Studies show that the insider threat from well-meaning, rather than malicious, employees remains the largest contributing factor to security breaches.</p>	<p>Adrian Leung leads Catalyst's multi-year security and privacy transformation programme. He is also the founder of the Housing Security & Privacy Forum.</p>	<p>Catalyst is a major developer of new homes for sale and rent for people on all incomes, and is one of the leading housing associations in London and the south east. We currently own and manage over 21,000 properties.</p>
<p>THURSDAY 1400 EXETER</p> <p>CATALYST HOUSING GROUP</p> <p>Securing your organisation - A people-centric approach</p> <p>Dr Adrian Leung, Head of Information Security</p>	<p>We believe organisations that overlook this statistic do so at their peril. Catalyst has taken a people-centric approach to reduce that threat, and so improve its overall security posture by transforming its employees' awareness, behaviours and habits.</p>	<p>He has extensive information security, privacy and risk management experience gained through roles across different industry sectors and has contributed to the development of international security standards..</p>	

	<p>What do 'contract management' and 'supplier relationship management' mean? What's the point, and where do you start?</p>	<p>Chris Cliffe joined Circle Housing in 2011 after eight years in HM Treasury and Cabinet Office where he saved over £11.5 million from IT & telecoms and has recently procured CRM & ERP contracts.</p>	<p>Circle Housing is one of the UK's largest providers of affordable housing with over 70,000 properties. We provide desirable homes, sustainable communities and trusted services to around 300,000 customers.</p>
<p>WEDNESDAY 1100 UNIVERSITY</p> <p>CIRCLE HOUSING</p> <p>Driving value from relationships with your IT suppliers</p> <p>Chris Cliffe, Procurement Lead - Technology</p>	<p>In this presentation, I'll share some of my procurement thinking prior to, during, and beyond the initial acquisition. I'll explore some simple but essential techniques which you'll be able to apply immediately, helping you to drive value from your relationships with your IT suppliers.</p>		<p>By acting with a business head and social heart, we achieve our mission of enhancing life chances by helping people to fulfil their potential and live better, more independent lives.</p>

Discover how to work smarter

with affordable enterprise IT that manages itself



Come to our seminar at the Housing Technology 2016 Conference to learn how SmartStack is helping housing providers to manage their data and daily operations more easily and efficiently – whilst also cutting costs.

**Wednesday
2nd March
12:10pm**



Exeter room
Q Hotels'
Oxford Belfry



To find out more



Call 01242 535 700, email hello@axonex.com
or visit: www.axonex.com/housing-associations





BUSINESS & TECHNOLOGY PRESENTATIONS

		<p>South Lakes Housing was among the first to choose Cx Housing Management, the next-generation integrated housing management system from Civica.</p> <p>Find out about the journey so far, from choosing Cx, managing the project, and where they are now. Along with the benefits of their implementation approach, the presentation will also highlight their key challenges.</p>	<p>Paul Aitken has worked for South Lakes Housing for eight years, overseeing various implementations and changes in the organisation, with the biggest change being the company transferring from ALMO to housing association with brand new offices and infrastructure.</p>	<p>A leading partner in social housing, Civica provides a flexible IT-based platform to help organisations deliver improved tenant services with greater efficiency. Our end-to-end housing solutions include Cx Housing Management, the industry's first fully web-enabled housing management application.</p>
<p>THURSDAY 1215 EXETER</p> <p>CIVICA & SOUTHLAKES HOUSING</p> <p>A journey into implementing Cx</p> <p>Paul Aitken, IT Manager, South Lakes Housing</p>				

		<p>At thousands of social housing locations across the UK, vast numbers of unloved, under-used CCTV systems languish in darkened cupboards.</p> <p>Why? Because they are non-compliant, unreliable, unsafe and costly and a complex drain on much needed resources. But it doesn't have to be this way.</p> <p>Legacy CCTV systems can be quickly and cost-effectively transformed into easy-to-use, secure, scalable visual data networks that protect people, properties and reputations. Cloudview will show you how with the help of recent case studies; make sure you're not missing something important.</p>	<p>With over 30 years' experience in the IT sector, James Wickes is a co-founder of Cloudview, the 'go-to' service for practical, secure, convenient and accessible visual data networks that work anywhere, any time and on any device.</p>	<p>Cloudview offers the world's first corporate-grade cloud surveillance solution, delivering the benefits of IP and cloud technology, without huge costs or complexity.</p> <p>Manageable via an intuitive, user-friendly browser, Cloudview is secure, highly-scalable and can be integrated quickly and easily with other surveillance systems.</p>
<p>WEDNESDAY 1600 LINCOLN</p> <p>CLOUDVIEW</p> <p>How to Cloudview</p> <p>James Wickes, CEO</p>				

		<p>The I-stay@home project aimed to test the ability of ICT products to help elderly and disabled people live more independent lives.</p> <p>It lasted four years, involved hundreds of tenants throughout northwest Europe, developed an integrated platform for ICT services, and live-tested many products in tenants' homes to measure their efficacy. The project found that ICT can be an effective and affordable means to improve quality of life.</p>	<p>Donald Orr has worked at Habinteg Housing for four years. His research interests lie in social inclusion for at-risk groups.</p> <p>He has an MA in urban studies and a BA from UC Berkeley and will conclude his doctorate this year.</p>	<p>Habinteg champions inclusion by providing and promoting accessible homes and neighbourhoods for everyone.</p> <p>With over 40 years' experience in housing and disability, the organisation challenges negative social attitudes and promotes the rights of disabled people and accessibility standards within housing.</p>
<p>WEDNESDAY 1600 EXETER</p> <p>HABINTEG HOUSING</p> <p>The I-stay@home project - ICT for ageing and disabled people</p> <p>Donald Orr, Research Officer</p>				

		<p>The regulatory framework from the HCA requires boards of registered providers to understand their assets by having an asset register.</p> <p>Havebury Housing will share its approach, covering the practicalities of setting up and maintaining an asset register, and demonstrating the real benefits that come from using it as a powerful tool and not as just a tick-box for regulation.</p>	<p>With over 20 years' management and technical experience gained in banking, trading floor, commercial property and social housing environments, Paul Rowley is a Fellow of the British Computer Society and a member of its ELITE Group.</p>	<p>Havebury manages 6,000 properties across Suffolk, Cambridgeshire and Norfolk and is dedicated to the provision of good quality affordable homes and housing services.</p> <p>We work closely with local authorities, agencies and other housing associations to meet local social housing needs and to provide community services.</p>
<p>THURSDAY 1115 EXETER</p> <p>HAVEBURY HOUSING</p> <p>How to compile your asset register</p> <p>Paul Rowley, Head of Information Services</p>				



A NEW HOPE FOR HOUSING

Set your course to the Housing Technology Conference to find out more about our aquisition of Kypera & more.


Don't miss our 'A New Hope for Housing' session at 12.15pm, Thursday 3rd March in the University Suite.

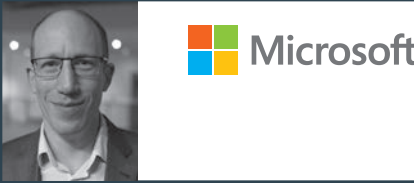
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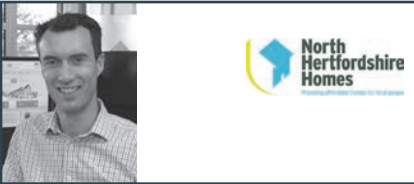
CASTLETON
TECHNOLOGY PLC

BUSINESS & TECHNOLOGY PRESENTATIONS

	<p>Home Group will present how it has implemented a knowledge management solution to enhance the customer journey.</p>	<p>As head of Home Group's customer service centre Chris Roberts has assisted in embedding knowledge management across customer service.</p>	<p>Home Group, a social enterprise and charity with turnover of over £325 million, is one of the UK's largest providers of high quality housing and supported housing services.</p>
<p>WEDNESDAY 1100 EXETER</p> <p>HOME GROUP</p> <p>Taking an innovative approach to knowledge management</p> <p>Chris Roberts, Head of Customer Service Centre Michael McGuigan, Knowledge Manager</p>	<p>This presentation highlights how the solution has been evolved to integrate across multiple channels to improve the customer and staff experience.</p>	<p>As knowledge manager Michael McGuigan has consulted, designed and implemented a series of knowledge management changes to support and enhance business performance.</p>	<p>Providing general needs housing, supported housing services and home ownership options helping some of society's most vulnerable people take control of their own lives.</p>

	<p>This presentation will showcase how data analytics, Internet of Things technology and customer knowledge can find new niche markets for housing providers to support health and other front-line public services cope with the increasing demand they face.</p>	<p>Lucie Glenday joined IT Lab in 2016 to set up a digital insight and innovation consultancy service, using big analytics and disruptive technologies to find new commercial opportunities in the housing sector and beyond.</p>	<p>One of the largest technology and managed services providers in the UK, IT Lab offers a market-leading portfolio of end-to-end IT solutions to over 750 clients across all sectors.</p>
<p>THURSDAY 1215 LINCOLN</p> <p>IT LAB</p> <p>Leveraging value for housing providers out of the public service demand pressure</p> <p>Lucie Glenday, Insights & Innovation</p>		<p>Before joining IT Lab, she was chief digital officer at Surrey County Council where she was responsible for creating joined-up local services. Before that, she was head of business transformation at the Government Digital Service, working with large central government departments and agencies.</p>	<p>This includes over 15 years' in-house experience in the housing sector delivering solutions that transform performance.</p>

	<p>Using technology to create change is an aspiration nearly every business, organisation or society has had ever since the invention of modern science.</p>	<p>Richard Zaltzman runs the small and mid-market public sector business for Microsoft UK, covering the breadth of government from education to 'blue lights'.</p>	<p>In the UK, we share Microsoft's global vision to empower every person and organisation to achieve more; but we also pursue a wide range of initiatives with particular resonance and relevance to the UK.</p>
<p>THURSDAY 1115 UNIVERSITY</p> <p>MICROSOFT</p> <p>A modern platform for housing</p> <p>Richard Zaltzman, Director, Public Sector</p>	<p>Our relationship with technology is often a love/hate one, with the purity of your vision so hard to realise with the limitations and constraints of whatever emergent technology you have in your hands.</p>	<p>His focus is aligning Microsoft's partner ecosystem to its customers' needs across the diverse range of public sector businesses.</p>	<p>From working responsibly and sustainably to ensuring that the technology we create makes life better - not just for our customers, partners and employees, but for everyone.</p>
	<p>So what is new, what is different about technology today that means you are going to achieve results that eluded you before?</p>	<p>Prior to this, he was operations director for the Microsoft UK public sector business (enterprise and small & mid-market), with a background in consulting and six years running his own business.</p>	
		<p>Richard has also worked with start-ups, is an angel investor, and has worked with businesses from formation to sale.</p>	

	<p>At North Hertfordshire Homes, we've been shifting customers to digital channels for a few years.</p>	<p>Randall Shortland is a web user-experience designer and consultant with a decade's experience in building and running digital services and communications.</p>	<p>North Hertfordshire Homes is housing association providing and maintaining homes in eight local authority areas across Hertfordshire and Bedfordshire.</p>
<p>WEDNESDAY 1210 LIBRARY</p> <p>NORTH HERTFORDSHIRE HOMES</p> <p>What does channel shift look like?</p> <p>Randall Shortland, Digital Marketing Officer</p>	<p>In this presentation, you'll learn how we humanised 'digital' to get our senior team to buy into it, we'll show you what a tenant sees when they use our portal (what works well and why), we'll share hard evidence showing what our customers do online, and we'll share how digital fits into our response to the 1 per cent rent cuts.</p>	<p>He has created and implemented a digital strategy at North Hertfordshire Homes designed to move, measure and enhance services online.</p>	<p>Our housing stock of over 9,000 homes includes general needs, temporary accommodation, retirement living and flexicare housing for older people with care needs.</p>

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BUSINESS & TECHNOLOGY PRESENTATIONS

 	<p>This presentation will cover our experience over eight years of mobile working with a day-to-day-repairs team and the implementation of mobile working this year with our void repairs team.</p> <p>Find out what went well, what went wrong and our future challenges.</p>	<p>Mick Roberts has worked in the social housing sector for 40 years. During that time, he has managed cyclical servicing, renovation, repairs, new build and voids, as both a client and contractor with in-house teams.</p>	<p>Ongo is a group of companies set up by North Lincolnshire Homes in 2013, with the aim that everything they do is put back into local communities.</p> <p>They offer homes, training, a recruitment agency and support among other services to benefit the people of North Lincolnshire.</p>
<p>THURSDAY 1400 UNIVERSITY</p>			
<p>ONGO</p>			
<p>Mobile working, dynamic scheduling and real-time communications</p>			
<p>Mick Roberts, Repairs Operations Manager</p>			

 	<p>As the government continues to redefine the remit of housing providers and reshape their financial environment, some are looking to the commercial sector for inspiration on how customer intelligence and analytics can be used to support tenants, protect income and maximise commercial opportunities.</p> <p>Orchard's head of product strategy will give a briefing on Orchard's partnership projects breaking new ground in this area.</p>	<p>Aidan Dunphy is the head of product strategy for Orchard Information Systems, bridging the commercial and technical divide.</p> <p>With 18 years' experience in the sector, Aidan drives Orchard's product strategy, responding to emerging needs and opportunities in the sector and ensuring that Orchard's solutions are developed and communicated in the most effective way.</p>	<p>Formed in 1979, Orchard is the leading independent provider of specialist ICT solutions to the public and social housing Sectors.</p> <p>Today, Orchard supports over 175 housing businesses, managing in excess of two million UK social properties and we provide an extensive portfolio of software and service solutions.</p>
<p>WEDNESDAY 1210 PEMBROKE</p>			
<p>ORCHARD INFORMATION SYSTEMS</p>			
<p>Generation spend - Intelligent account management</p>			
<p>Aidan Dunphy, Head of Product Strategy</p>			

 	<p>On 27 November 2015, Paragon closed down its head office for the day and carried out a disaster recovery test of its stand-by accommodation and equipment.</p> <p>This presentation delves deeper and explores the preparation, planning and execution of the test.</p>	<p>Barry Alford has worked in most ICT roles in the public and private sectors. His formative experiences were with the GLC and ICL and latterly in housing at Pavilion Housing and Paragon as head of ICT.</p> <p>After a degree in information systems and modern languages, Dave Anthony has spent a lot of time building things: Vospers (ships), Mercators (software), Pavilion Housing (servers), Antarctica (snowmen) and Paragon (a network team).</p>	<p>Paragon Community Housing is an award-winning provider of affordable housing and services in the south east and west London.</p> <p>As a registered landlord, we own and manage 9,000 homes across several boroughs.</p>
<p>THURSDAY 1400 PEMBROKE</p>			
<p>PARAGON COMMUNITY HOUSING</p>			
<p>DR test day: Doing the unthinkable - How an IT dept. closed the office and got away with it</p>			
<p>Barry Alford, Head of ICT Dave Anthony, Network & Infrastructure Manager</p>			

 	<p>The digital age provides significant new opportunities. In the housing sector, we are seeing moves to digital platforms for residents, mobile working for employees, the sharing of more data electronically, and increased use of cloud technology.</p>	<p>Neil Ward is the leader of the PwC UK Midlands Cyber Security team and is responsible for all cyber security work delivered in the Midlands regional practice. He has over 20 years' information security experience both as a consultant and in industry as a network manager for a FTSE 100 company.</p>	<p>PwC provides industry focused assurance, tax and advisory services to build public trust and enhance value for our clients and their stakeholders.</p> <p>We deliver high-value solutions, from strategy to execution, solving our clients' complex business problems through technology enablement.</p>
<p>WEDNESDAY 1600 UNIVERSITY</p>			
<p>PRICEWATERHOUSECOOPERS</p>			
<p>Safe as houses? The threat of cyber security</p>			
<p>Neil Ward, Senior Manager</p>			

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BUSINESS & TECHNOLOGY PRESENTATIONS

		<p>Over the past 12 months, Red Kite has gone from using traditional housing officer-type roles to a new dynamic mobile work force.</p> <p>Using the Kirona mobile working solution to integrate with Open Housing, our 'experience specialists' react to dynamically-scheduled tenancy-related tasks with their iPads, for things like fly tipping, boundary issues and home audits.</p>	<p>Adam Rigg is a self-confessed digital nerd.</p> <p>He has designed and Implemented a wide range of digital solutions in the housing sector, such as mobile working systems, mobile apps, websites, micro-sites, avatar knowledge bases and digital policies and procedures.</p>	<p>Our vision: excellent services for you and your community.</p> <p>Our mission: together, we will make sure we are:</p> <ul style="list-style-type: none"> • Providing high quality affordable homes to the highest standards • Working to ensure quick to respond, value for money services that deliver great results and are transparent • Developing new and creative ways of working that respect all views, benefit communities and make people want to get involved at a local level
<p>THURSDAY 1215 LIBRARY</p> <p>RED KITE COMMUNITY HOUSING</p> <p>Dynamic mobile working for tenancy issues</p> <p>Adam Rigg, New Media & Channel Specialist</p>				

		<p>A key part of RHP's vision is to be one of the best service providers in the UK. We know that in order to achieve this vision, we need to be as easy to do business with as possible.</p> <p>In a sector where tenants traditionally have limited choices, we wanted to give them the choice, convenience and control to access our services, anytime, anywhere and from any device.</p>	<p>Jonathan Creaser has built up a scalable and flexible technology platform using Microsoft Dynamics and best-of-breed applications to enable the delivery of real-time online solutions for customers and employees. He has overseen the development of RHP's online repairs booking solution; the first fully-automated self-service system in the sector.</p> <p>Amina Graham has a wealth of business experience in customer services, marketing, organisational development and complex change delivery. She has helped RHP achieve the highest ranking in the sector for creating an innovation-friendly culture and become one of the top performing organisations in the sector.</p>	<p>RHP currently owns or manages over 10,000 homes in Richmond, Hounslow and Kingston. We may be small, but we have big ambitions - to be recognised as an excellent customer service provider and employer, not just among housing associations but across all sectors.</p>
<p>WEDNESDAY 1430 LIBRARY</p> <p>RHP</p> <p>Revolutionising online services</p> <p>Jonathan Creaser, Head of ICT Amina Graham, Executive Director of Corporate Services</p>				

		<p>In 2015, Reach (part of Seren Group) launched its new customer care and support system. From providing a user-friendly app for staff to truly integrating it with key business systems, Reach has been able to streamline many key business processes, has access to much richer management information, and provides a real-time window into the care and support that is being received by its clients.</p>	<p>Mandy Garrett is a dynamic technology and change professional currently working in the not-for-profit social housing sector, with extensive experience of large and complex delivery programmes. Her current post is responsible for the strategy and provision of all ICT services across the Seren Group.</p> <p>Bethan Evans joined Reach in 2013 after working in the health and social care sector for over 18 years. She has a background in operational management and business development.</p>	<p>We are Reach (part of the Seren Group) and we provide housing, care and support which makes a real difference to people's lives.</p> <p>We do this by putting people first and shaping our service to each and every person.</p>
<p>THURSDAY 1400 LINCOLN</p> <p>SEREN GROUP (REACH)</p> <p>Our care and support services - Truly adding value through our integrated IT systems</p> <p>Mandy Garrett, ICT Director for Seren Group Bethan Evans, Corporate Director of Reach (part of Seren Group)</p>				

		<p>The presentation will explore the new 'pay-to-stay' legislation that will come into force in April 2017 and will focus specifically on any changes that will need to be made to existing housing systems to support this legislation.</p> <p>The presentation will summarise the current understanding of the pay-to-stay legislation as defined in the Housing and Planning Bill and the proposed legislation. The extent to which information will be shared between RSLs and HMRC will also be discussed and its impact on IT resources.</p>	<p>Chris Deery has been the head of information and communication technology at Solihull Community Housing since 2006.</p> <p>In 2008, Chris began exploring how information technology could improve the life chances of tenants in social housing and received a Beacon Award for digital inclusion in March 2009.</p>	<p>Solihull Community Housing manages around 11,000 properties and has recently set up a new commercial business unit to generate non-regulated profits.</p>
<p>THURSDAY 1115 PEMBROKE</p> <p>SOLIHULL COMMUNITY HOUSING</p> <p>The government's 'pay-to-stay' scheme</p> <p>Chris Deery, Head of ICT</p>				



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BUSINESS & TECHNOLOGY PRESENTATIONS

		<p>Southern Housing had a dated, fragmented IT infrastructure that was not providing end-users with the experience they wanted or needed. Over the past 18 months, the group has embarked on a period of significant modernisation that will culminate in a major move to cloud-based services to support flexible and agile working.</p>	<p>Mark Lyons has been with Southern Housing Group for just under three years.</p> <p>During that time, he has created an IT architecture function that drives standardisation and simplification to aid its modernisation programme.</p>	<p>Southern Housing Group is one of southern England's largest housing associations, owning and managing almost 28,000 homes for more than 67,000 residents.</p>
<p>WEDNESDAY 1210 UNIVERSITY</p> <p>SOUTHERN HOUSING GROUP</p> <p>The move to cloud supported by IT maturity</p> <p>Mark Lyons, Head of IT Architecture</p>				

		<p>We've all read about attacks such as Ransomware, but what does an attack look like? Is it obvious that you have been attacked? What do you need to do if you are hacked?</p> <p>This session will look at what attacks really look like, the effects on an organisation, the restoration process, timescales for recovery and ultimately, what you can do to mitigate the risk of being attacked.</p>	<p>A passion for innovation and an experienced technical professional with a strong business focus, Kevin Doran is responsible for developing Sovereign's IT vision. A key priority is security and Kevin is well versed to share his extensive knowledge of the subject.</p> <p>Joining Sovereign after an IT career in the housing sector, Tim Cowland supports clients in a variety of roles such as strategy development, IT service reviews and DR/BCP. A priority this year is raising awareness of IT security and helping organisations to protect themselves and keep their data secure.</p>	<p>IT is at the heart of every business – equally, our clients are at the heart of our business.</p> <p>As an IT service provider, we align technology with your business objectives so IT supports you goals.</p> <p>Consultancy - IT Services - Managed IT Services - Data Centre</p>
<p>WEDNESDAY 1210 LINCOLN</p> <p>SOVEREIGN BUSINESS INTEGRATION GROUP</p> <p>It's a case of 'when', not 'if' - Protecting your organisation from cyber attacks</p> <p>Kevin Doran, CTO Tim Cowland, Principal Consultant</p>				

		<p>Thames Valley Housing's vision for online services had great feedback from the sector. It was 'digital by design' (not by default), aiming to put customers at the centre and make the service so intuitive that people preferred to use it.</p> <p>We've been working with our web development partner, DXW, since 2013 to deliver new features to customers and staff. What have the practical hurdles been, and where are we on the journey?</p>	<p>Caroline Morgan moved to the sector in 2009, joining Thames Valley Housing to lead the organisation through a housing system replacement and exploit a strong investment in IT.</p> <p>Howard Dawson has worked in the housing sector for both local authorities and housing associations for the past 20 years. He is currently responsible for managing Thames Valley's key business areas that deliver front-line services.</p>	<p>Thames Valley Housing is a housing association with 15,000 homes in London and the M3/M4 corridors, including traditional rented, shared ownership, key worker and student accommodation.</p> <p>To help fund our social purpose, we have market rent, Fizzy; and joint venture, building-for-sale, businesses.</p>
<p>WEDNESDAY 1430 LINCOLN</p> <p>THAMES VALLEY HOUSING</p> <p>Building systems outside-in - Delivering TVH's digital vision</p> <p>Caroline Morgan, Head of IT Howard Dawson, Deputy Director of Housing</p>				

		<p>Using the experience of living through the reality of an actual cyber attack, this presentation will attempt to provide a journey from start to finish, including the obvious and the not so obvious issues that we discovered along the way.</p> <p>Not a toolkit to make your organisation 100 per cent secure, but hopefully an insight into what really happens and how you can move forward and address this ever-increasing threat.</p>	<p>Ian Pritchard is an IT professional with 19 years' technical experience gained in both the private and public sectors.</p> <p>His skills in cyber security, server virtualisation, LAN/WAN networking and delivering support desk services are enabling unTe to deliver its effective and efficient IT services.</p>	<p>unTe solutions is a collaboration between Sevenside Housing and Shropshire Housing Group, for the management and delivery of IT services to both organisations.</p> <p>unTe operates a single team to provide development, support and delivery of services with one budget, policies, project management and support desk service.</p>
<p>WEDNESDAY 1430 EXETER</p> <p>UNITE SOLUTIONS (INCL. SEVERNSIDE HOUSING)</p> <p>Beyond the breach - The reality of a cyber attack</p> <p>Ian Pritchard, IT Manager, unTe solutions for Sevenside Housing and Shropshire Housing</p>				



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BUSINESS & TECHNOLOGY PRESENTATIONS

		<p>Learn how Wakefield & District Housing has approached the implementation of an enterprise mobile solution, giving over 500 customer-facing employees mobile technology to support them in delivering best-of-breed customer service.</p>	<p>Having worked in business transformation for over 10 years, Louise Muirhead has a wealth of experience in the public and not-for-profit sectors.</p> <p>She has led a number of major corporate change initiatives including mobile technology, asset management and HR/ payroll systems.</p>	<p>Wakefield & District Housing is more than a landlord. We own 31,000 properties in the Wakefield area, but we also create confident communities by investing in initiatives to improve the quality of life for everyone living within their neighbourhoods.</p>
<p>WEDNESDAY 1100 LIBRARY</p> <p>WAKEFIELD & DISTRICT HOUSING</p> <p>The secret to a true enterprise-wide mobile workforce</p> <p>Louise Muirhead, Senior Business Analyst</p>		<p>Listen to the challenges encountered, how to overcome them and the benefits the investment has delivered.</p>		

		<p>Having bought Microsoft E3 Office365 licenses, the implementation hasn't been as smooth as you'd think.</p> <p>This session will take you through how Wales & West Housing approached the process of deciding how best to utilise the individual products, the successful and the not so successful.</p> <p>If you are undecided about the value of Office365 or just want to share in the pain and the joy, this session is for you.</p>	<p>Richard Troote has fifteen years' experience as a head of ICT in the housing sector.</p> <p>He is chair of the CHC IT Network representing IT professional in Wales and was previously a director of SPiNT Supporting People Software. He has 18 years' experience with the Civil Service and British Airways, and is an associate lecturer with the Open University.</p>	<p>Wales & West Housing has around 10,000 properties across Wales providing quality, affordable homes for more than 17,000 people.</p> <p>Established in 1965, Wales & West employs 350 staff and works in 12 local authorities. Its current £138 million building programme will deliver 600 new homes within the next five years.</p>
<p>THURSDAY 1215 PEMBROKE</p> <p>WALES & WEST HOUSING</p> <p>Cloud computing - Where angels breathe?</p> <p>Richard Troote, Head of ICT</p>				

		<p>Many organisations in the social housing sector have taken to social media platforms to engage with a variety of audiences including tenants, neighbours, local government, news media, and other social housing organisations.</p> <p>This presentation will outline research carried out in New South Wales, Australia, on how social housing organisations are realising the opportunities and navigating the challenges of social media. Good practice and ways to increase participation and dialogue in online spaces will also be discussed.</p>	<p>Jenna Condie is a digital social researcher and lecturer at Western Sydney University, Australia, with research expertise in urban environments and the social web.</p> <p>She is also a World Social Science Fellow in sustainable urbanisation for the International Social Science Council.</p>	<p>Western Sydney University is a world-class university with a growing international reach and reputation for academic excellence and impact-driven research.</p> <p>Ranked among the top three per cent of universities in the world, we value academic excellence, integrity and the pursuit of knowledge.</p>
<p>WEDNESDAY 1600 PEMBROKE</p> <p>WESTERN SYDNEY UNIVERSITY</p> <p>Social media for social housing</p> <p>Jenna Condie, Lecturer in Digital Research & Online Social Analysis</p>				

		<p>In March 2012, WM Housing embarked on a journey to transform our organisation with the aspiration of providing excellence in everything we do, as determined by our customers, by 2019.</p> <p>In phase one, the programme encompassed a business process review, procurement & implementation of business systems, group-wide restructuring and enhanced customer service centre.</p> <p>At the same time, we rebuilt our technical infrastructure and rationalised our office accommodation. Mad? Possibly. You judge...</p>	<p>Ian Tinsley has more than 20 years' experience as an ICT professional including 10 years in the housing sector. Working in a number of technical roles before moving into management, he is now responsible for the ICT change programme within WM Housing.</p> <p>Elaine Cash is a customer service and transformation specialist with wide experience working in the public sector. She is currently leading a major transformational change programme at WM Housing, including change management, process reviews, contact centre setup, and technology procurement and implementation.</p>	<p>WM Housing is a business on the move. We have grown steadily through careful alliances and acquisitions and now employ 900 staff and manage more than 30,000 homes across the West Midlands.</p>
<p>WEDNESDAY 1100 PEMBROKE</p> <p>WM HOUSING GROUP</p> <p>Implementing a new housing management system, integrated with a customer service centre</p> <p>Ian Tinsley, Director of ICT Elaine Cash, Programme Manager</p>				

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BUSINESS & TECHNOLOGY PRESENTATIONS

		<p>Many housing providers use dynamic scheduling systems to improve the productivity of repairs workers. Your Homes Newcastle has started to use the same technology to deliver wider organisational benefits.</p>	<p>Mike Scott manages the central ICT team at Your Homes Newcastle and is responsible for large-scale implementation and change projects.</p>	<p>Your Homes Newcastle manages over 28,000 homes on behalf of Newcastle City Council. We work to improve housing standards, and provide a range of support services.</p>
<p>WEDNESDAY 1600 LIBRARY</p> <p>YOUR HOMES NEWCASTLE</p> <p>Taking dynamic scheduling beyond responsive repairs</p> <p>Mike Scott, ICT Manager</p>		<p>By providing mobile connectivity for staff working in our concierge, furniture and garden-care services with real time job allocation via handheld devices, we have revolutionised our systems and processes and vastly improved customer interaction and service.</p>		

			<p>BT is working closely with Cisco to help develop a Connected Housing proposition specifically for housing associations.</p>	<p>Natasha has worked in various roles for BT for over 20 years, currently the lead for BT's Digital Inclusion programme. Natasha lives by the mantra: technology changes nothing, people using technology changes everything.</p>	<p>Working together, BT and Cisco have been designing and delivering outstanding solutions for 25 years.</p>
<p>THURSDAY 1115 LIBRARY</p> <p>BT BUSINESS</p> <p>BT's solution for the housing sector</p> <p>Natasha Clough, Head of Business Development - Social Housing and Digital Inclusion, BT Business</p> <p>Craig Hill, Social Housing Account Manager, Cisco</p>			<p>We believe that technology will shape the future for housing associations, helping them achieve their business goals, communicate, collaborate and realise efficiencies of a digital world.</p>	<p>Craig has been with Cisco for more than 10 years. For the last two years, he has been focused on supporting housing associations to deliver business-relevant solutions using Cisco's wide technology portfolio and its partners.</p>	<p>BT are the only UK Cisco Gold Partner who are Cisco Quad Mastered - that's four different specialisms - in unified communications, security, managed services and cloud.</p>



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Axonex delivers innovative IT infrastructure solutions to enhance social housing initiatives – proven platforms that increase efficiencies while decreasing IT complexity and costs. Extensive sector-relevant experience ensures that our in-depth expertise always brings key operational benefits to every housing association client.

Specialist expertise and innovative solutions

At Axonex, we specialise in delivering simple-yet-transformational infrastructure solutions that enable our clients to reduce their IT complexity and operating costs, while increasing their management capabilities – so you can achieve enhanced business agility and growth.

We're proud of the unrivalled knowledge that we hold across our key areas of expertise: cloud, collaboration, unified communications, data centre, security and network infrastructure solutions, services and support.

With an impressive range of specialist accreditations, we partner only with the sector's best-of-breed vendors, including Cisco, EMC, Enghouse, NetApp, Nimble Storage and VMware, to deliver proven platforms that enhance social housing initiatives.

As one of the pre-eminent and fastest-growing technology companies in the South West, our excellent vendor relationships enable us to deliver 'work smart' solutions at the best possible cost for a broad range of leading-edge IT services.

Here to make life a little easier for you
In addition to selling solutions, and software and licensing, our friendly experts also provide unparalleled technical expertise. This is available to support the full breadth of the product ranges we deploy, covering everything from infrastructure design and implementation, to remote or on-site support and parts replacement.

Our certified technicians and engineers provide expert diagnosis and resolution of clients' hardware, deployment and networking issues quickly and knowledgeably. We always go well beyond industry-standard levels of service support and provide you with a single point of contact for both technical and management escalations.

Dedicated solutions for the social housing sector

Axonex has extensive experience of working with clients in the social housing sector so we know how to give you what you need. Our pre-validated solutions enable housing associations to leverage highly-optimised IT infrastructure that enhances the ways in which they service their often-demanding operational imperatives.

We understand the pressures you're under and how we can deploy advanced-yet-affordable technology that helps you to work smarter, and save costs at the same time.

Everything we do is designed to help you overcome the diverse and complex challenges that housing associations face, such as digital inclusion, asset management, case management, tenant satisfaction and the collection of rental payments.

SPONSOR



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BT Business is BT's specialist division focused on providing technology and communications services to small- and medium-sized companies.

With the widest portfolio of business-specific products and services in the UK, it helps companies achieve their goals by connecting people and enabling relationships, whether they're a start-up or an established business.

With its 120-year heritage in telecoms, BT is one of the few organisations capable of providing the right solution for every business customer in the UK, whether that's a Business Broadband, dedicated leased line or Wide Area Network (WAN).

BT understands that network connectivity is at the heart of all UK businesses, but each business has very individual needs. That's why its experts work closely with customers to ensure they have the right technology for their business.

With an increasingly mobile and demanding workforce, businesses need communications technology that is as flexible as they are, which is why BT Business also offers business-grade services to meet those needs.

Product and service areas include; IP voice, cloud, mobile, networking and business services including Microsoft Office 365 and PC security.

In addition to its products and services, BT Business also works closely with its customers to promote what they're doing with technology and help inspire others, with initiatives such as the BT Business Champions programme.

For further details about BT Business, visit bt.com/seewhathappens.

EXHIBITOR

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Capita | Software services

Smart technology to transform how you work, both now and in the future

Your complete management suite

Capita's social housing management solution is dedicated to transforming your services and fulfilling your needs across housing and asset management, contractor solutions and financial management, all within one system and all from a proven business partner.

Innovative digital solutions

From customer engagement, smarter properties and repairs, to the office of tomorrow, digital technology operates at the heart of your organisation. The smarter the technology, the better it can transform how you work, both now and in the future.

Internet of Things

Our smart sensor technology and pioneering pilot site offer exciting promise for how social housing organisations can begin to manage and proactively maintain their homes and assets. Ask us for more information on our stand!

Mobile working

A mobile working strategy with Capita could transform how your staff deliver services.

"Since Capita's mobile solution has been up and running, WDH employees have made over half a million visits, getting help to our customers as they need it."

Louise Muirhead, senior business analyst for business systems, Wakefield & District Housing

[Get in touch to find out more about any of our solutions.](#)

SPONSOR

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Castleton Technology is a comprehensive provider of software, IT solutions and services to the social housing, commercial and wider public sectors.

Software

We deliver smart solutions and services to the social housing sector. Our systems will enable agile working, reduce costs, streamline processes and improve customer service. Clever thinking, effective solutions and efficient delivery mean we deliver positive impacts for our clients.

Our portfolio includes our renowned solutions: Kypera Housing, Kypera Financials, Documotive EDRM, Documotive CRM, Documotive Purchase to Pay, 365Agile, Opus Ensemble, ImpactResponse and HousingBrixx. We also provide the only scanning centre in the UK exclusive to social housing providers.

Managed services

Our team of dedicated and accredited hardware and software professionals will deliver the resources and capabilities required to create and enable a dynamic, flexible, secure and seamlessly-managed IT infrastructure, designed

for today's interconnected world. Our wide range of IT infrastructure solutions will support your organisation's business objectives, whether you are expected to drive efficiencies, manage legacy architectures or equip your customers and staff with the latest social, mobile and cloud technologies.

We are passionate about what we do and our teams have a wealth of knowledge and experience that is unrivalled in the sector, gained from working with over 500 RSLs and hundreds of commercial organisations across the UK.

EXHIBITOR



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Central Networks & Technologies realises the business benefits of outstanding IT.

From fully-managed services to mobile working and digital engagement, Central improves productivity and enhances performance while reducing cost and mitigating risk.

Solution-neutral consultancy, backed by 25 years' experience and a real understanding of the pressures facing social housing, enables Central to deliver intelligent IT strategies that work for business.

Our services recognise the changing role of IT. We offer new, partnership-driven approaches to delivery, the benefits of which are now enjoyed by more than 100 clients nationwide.

- We empower staff by providing intelligent desktop interfaces, unified communications solutions and the systems and securities to manage their own user devices and personal clouds. And we recognise that the drivers from IT are often coming from innovation at a departmental level.
- We enable systems, delivering resilient networks and flexible architectures that underpin your

business. Our CentralCloud solution, enjoyed by many of our clients, offers flexible and cost-effective cloud deployment using Tier-4 datacentres.

- We ensure business continuity by auditing risk and exposure, understanding the challenges of data and increasing demands for secure communications and putting in place the backup and recovery systems on which reputations rely.

With a focus on innovation, Central's partnership with Housing Insight is part of our response to channel shift. Redefining the perceptions of mobile working and tenant engagement, Housing Insight's PanConnect is system agnostic, quick to deploy, cloud hosted and price competitive. It drives down cost through significant productivity enhancements.

EXHIBITOR



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Civica is a market-leading specialist in software, technology and outsourcing services that help teams and organisations around the world to transform the way they work. We deliver essential software applications and technology solutions together with business process services to improve the provision of high quality services for our customers.

A leading partner in social housing, Civica provides a flexible IT-based platform to help organisations deliver improved tenant services with greater efficiency. Civica has over 20 years' experience in the housing sector and a strong approach to housing efficiency with over 40 per cent of the UK's top 100 housing groups or associations in our client base.

Our end-to-end housing solutions include Cx Housing Management, the sector's first fully web-enabled housing management application, accessible at any time, from any device at any location with an open integration approach. Servitor is our integrated housing repairs management solution for both client and contractor designed to improve the efficiency of responsive, planned and cyclical works. Keystone is our asset management

solution providing comprehensive lifecycle management for all of an organisation's property-based assets.

SPONSOR



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Cloudview is a leading pioneer of internet-enabled, cloud-based visual surveillance systems. It is the only CCTV solution in the UK to have been awarded the prestigious Police Preferred Specification status by Secured by Design, the official UK Police flagship supporting the principles of 'designing out crime'.

Cloudview has been designed from the outset to meet the needs of the corporate market for a more secure, reliable, flexible and cost-effective alternative to traditional CCTV. The convergence of internet-enabled devices, cloud-based technology, user-friendly interfaces and high quality, cost-effective cameras have made this an achievable goal.

As IT professionals with many years' experience, the founders of Cloudview understand the necessity for any new security technologies and services to be delivered intelligently, flawlessly and with integrity. Moreover, they are committed to working in partnership with other professional services organisations to deliver measurable results and ROI for corporate clients.

Cloudview has a single-minded dedication to exploring and exploiting new ideas and technologies to design and build the infrastructure systems and peripherals that support and enhance the effectiveness, usability, security and purpose of visual surveillance.

The key to Cloudview's success has been the development of the visual network adapter (VNA); a plug-and-play piece of hardware that can connect any camera to Cloudview's cloud-based visual network system. This unique technology, exclusive to Cloudview, is the vital 'missing-link' needed to securely and reliably integrate cameras and the cloud.

The team responsible for the design and development of the VNA are a product of the hi-tech specialist suppliers that have grown up around the F1 motor-racing industry in Northamptonshire. The team has a track record in developing visual surveillance systems for drones and F1 cars and works closely with teams of experienced and innovative software developers across the globe.

Cloudview is the only CCTV solution of its type available in the market and is now being used successfully by a variety of organisations ranging from UK police forces to large corporate enterprises, financial institutions, social housing providers and care homes.

The company is committed to an open and collaborative approach with customers, suppliers and developers. This fosters on-going innovations that will enhance the capability and scope of Cloudview and enable it to continue its aim of protecting assets, people and brands, now and into the future.

SPONSOR



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Housing Contact has grown rapidly over the past 12 months thanks in particular to its Call2Collect service which is being adopted by a growing number of social landlords such as Home Group and Riverside. The service is designed to make rent collection easier by removing the time and labour of outbound calling and to ensure that whenever a member of your income team picks up the phone, there is a tenant connected and waiting to resolve their arrears issues.

We are already helping over a dozen organisations to collect more cash, more quickly thus freeing up advisors' time to deal with the more complex requirements of processing universal credit payments and any arrears escalations. Evidence-based business improvement and measurable operational efficiencies are always desirable, but in the current political climate they are central to survival. To prove the business case for Call2Collect within your organisation, ask about a free trial at Housing Technology 2016.

EXHIBITOR



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Informatica is a leading independent software provider focused on delivering transformative innovation for the future of all things data. Organisations around the world rely on Informatica to realise their information potential and drive top business imperatives.

The Informatica Platform is an intelligent data platform, which includes data integration, data quality, master data management, data archiving and data security capabilities, to empower customers to transform raw, possibly unsafe, data into great data for more accurate insights and more effective decisions.

More than 5,800 enterprises depend on Informatica to fully leverage their information assets residing on-premise, in the cloud and on the internet, including social networks.

EXHIBITOR



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InterNETalia, with its flagship AccuServ product, delivers 'best-in-class' housing repairs management solutions for housing organisations and contractors. These include Guinness Property, Hyde Property Services, Walsall Housing Group, ForWorks, Wandle Homes, Osborne Property Services and many more.

Through continuous and ongoing internal development, AccuServ delivers and has automated many internal administrative tasks, reducing operating overheads and providing an escalation warning system that ensures resources are where they are needed.

- Automated workflows
- Automated scheduling
- Automated job completions
- Automated issue escalation
- Automated van stock replenishment
- Automated job costing & KPIs
- Housing & asset systems integration
- Stock control & supplier integration
- Responsive, voids, cyclical, planned, gas, grounds
- Fully integrated mobile solution
- Incident management

AccuServ was written specifically for contractors and DLOs that not only have to control their repairs, but also have to be able to respond to the increasing demands of clients for performance-related information.

AccuServ can record costs right down to events or tasks on individual jobs, providing you with true job costings. These costs are automatically added from the mobile devices. Costs are split by labour, materials, sub-contractors and overheads.

KPI dashboards in our new dynamic monitoring package measure performance vs. standard benchmarks, such as appointments made & kept and first fixes, while also reporting to ensure operatives and suppliers are performing to their required levels.

AccuServ takes pride in its superb technical team that has delivered exceptional service and support since 2003.

SPONSOR



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IT Lab is one of the largest technology and managed services providers in the UK, with a turnover approaching £30 million, a 300-strong team and more than 750 clients.

IT Lab provides multi-award-winning IT support and strategic services, offering a comprehensive market-leading portfolio of best practice and high-quality technologies that deliver end-to-end IT solutions across all sectors. This includes over 15 years' in-house experience in the housing sector, partnering with many UK housing providers to deliver services and solutions that continuously improve the performance of housing organisations and their people.

IT Lab's specialities in the housing sector include strategic consultancy, 24/7/365 IT support services, platform migrations, security and compliance, cloud infrastructure, application integration and the design and strategic implementation of data analytics and the Internet of Things (IoT). Working as a strategic partner and combining these award-winning services with customer knowledge, IT Lab can support housing providers by delivering a strategic service that can improve the environment for both employees and residents.

Technology is changing the way providers deliver supported housing. The continued innovation and development of technology has improved the way data can be collected, allowing housing providers to make the best use of that data and ultimately provide relevant services in an efficient way. IT Lab understands that the use of this technology and data could transform the way housing providers manage and understand usage patterns across their asset bases. Because of this, IT Lab has established a dedicated Insight and Innovation function within its business that connects its housing partners to the IoT in a meaningful way that delivers these valuable patterns from data and will be showcasing its expertise at Housing Technology 2016.

As well as delivering on its commitment to provide services and solutions that continuously improve the performance of their clients' organisations and people, IT Lab accredits its success to looking after its own people. Appearing for six consecutive years in the Sunday Times Best Companies to Work For list, IT Lab has a passion for being a great place to work and is driven by a desire to provide clients with quality IT solutions that create better businesses.

EXHIBITOR



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Kelway is an experienced IT partner to UK housing providers. We have an exceptional track record of delivering IT solutions and helping providers shape strategies capable of delivering the transformation they seek. Fundamentally, we help:

• Maintain and run your IT

We have the technical expertise, scale and working knowledge of organisations like yours, helping us maintain and run your IT in the most efficient way. We modernise core infrastructure, introduce smart automation and ensure IT no longer stands in the way of service delivery. Confident that systems are in safe hands, you can therefore focus on delivering the best possible services to tenants, rather than worrying about IT provision.

• Reduce risk

New working practices extend the frontier of your organisation and in doing so make you vulnerable to new threats and attack vectors. By implementing cyber security and data protection measures suited to your environment, we can help to substantially reduce the risk of a security breach and ensure you are better equipped to respond, in the event of a problem.

• Innovate

We know how much IT time is spent on just 'keeping the lights on', consequently stifling innovation and distracting effort away from tenant satisfaction. Our goal is to liberate time spent on the 'grunt' work involved in operations management, so it can be invested in creating a digital agenda for your organisation. Hand-in-hand with your new freedoms, we also provide guidance and share inspiration to help you foster new revenue streams, drive working practices and harness relevant technology.

EXHIBITOR



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MIS Active Management Systems has been providing solutions to social housing providers for over 25 years. With customers ranging in size from 300 to over 40,000 homes, we are acknowledged as the supplier with the highest customer rating having topped Housing Technology's last two surveys for housing management systems.

Our excellence in software development and customer service stands us out in this competitive market. We continue to grow by expanding our solution range with new functionality and extending the reach with web and mobile capabilities so that agile working becomes a reality for our customers, improving an organisation's performance and raising standards.

What sets us apart from our competitors? Just ask any of our customers. Enthusiasm, passion, motivation to go that extra mile, flexibility, close relationships with our customers and an open and honest approach.

As a company, our aim is to provide customers with the means of delivering long-term, sustainable communities through leading-edge management solutions bringing on-going efficiencies to an organisation in time, cost and processes.

All our development is carried out at our offices in Cheshire by our own highly experienced developers in collaboration with our business consultants and, importantly, our customers. All development incorporates ISO9001 industry standards to ensure quality across the products.

MIS-AMS is committed to the continued development and enhancement of our solutions which are designed to have the flexibility that our customers rightfully expect to fit their needs today and into the future.

SPONSOR



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Orchard Information Systems

Formed in 1979, Orchard is the leading independent provider of specialist ICT solutions to the public and social housing sectors. Today, Orchard supports over 175 housing businesses, cumulatively managing in excess of two million UK social properties. We provide an extensive portfolio of software and service solutions covering:

- Housing management
- Customer engagement and commercial activities
- Property and asset management
- Financial management, payroll and HR
- Infrastructure, integration and transformation services

Our solutions enable our customers to meet stringent regulations, with the emphasis on meeting targets and monitoring performance. We continue to invest heavily and cautiously in developing our solution breadth and depth, guided by some key principles:

Dedicated to the sector

Our commitment to housing providers is of paramount importance for sustained success. We are proud and privileged to have been associated with a challenging and rewarding sector for more than 35 years, and we continue to invest in solutions that have a positive impact on tenants.

Partnership and longevity

The average lifespan for an Orchard customer is over

14 years and growing. We strongly feel this reflects our commitment to partnership and in turn our customers' commitment to working alongside Orchard.

Solution-focused and independent

Orchard is a solution-focused, independent and successful company. Our independence ensures we do not come under the pressure usually exerted by institutional or private equity shareholders to maximise short-term profits, allowing us to focus on the long-term requirements of the sector and customer satisfaction. In addition, Orchard's User Group is an independent and proactive initiative that drives Orchard's key philosophy of enhancing the solution set in line with our customers' expectations within an ever-changing sector.

Our success to date is built on firm foundations:

- Our people and company culture
- First-class products
- Excellent ongoing relationships with our customers
- Proven, long-term business partnerships
- Visionary strategy

What can Orchard do for you?

We make it easier for you to manage, grow and diversify your business through the provision of agile, effective and innovative solutions.

EXHIBITOR

Panasonic
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All Toughbook rugged mobile computers and tablets, along with the new Toughpad tablets, provide access to applications and data in the most challenging mobile environments, resulting in solutions that transform people's working lives and their operational efficiency.

Only specially chosen components, which are selected, tested and often designed by Panasonic, go into the manufacture of a Toughbook or Toughpad. That means every device is designed and built to overcome almost any barrier that could prevent a worker using a mobile computer: impacts, moisture, temperature, weak wireless reception, battery life, ergonomics or even screen visibility in bright sunlight.

Computer Product Solutions helps mobile workers improve productivity with its range of Toughbook rugged notebooks, Toughpad business tablets and electronic point of sales (EPOS) systems. As European market leaders, Panasonic Toughbook had a 67 per cent share of sales of rugged and durable notebooks and Panasonic Toughpad held a 50 per cent share of sales of rugged business tablets in 2013 (VDC Research, March 2014).

The Toughbook range of mobile PCs and tablets is divided into distinct categories of 'ruggedisation', each created with specific industry applications in mind.

EXHIBITOR

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Rostrvm Solutions is a British software company. We deliver the rostrvm suite of contact management applications that make staying in touch easy and efficient.

We've taken our years of experience and created rostrvm for Housing, a proactive contact solution specifically for the housing sector to address the financial challenges caused by Welfare Reform and Universal Credit.

Our customers rely on us to support their core contact-handling functions and include Midland Heart, Kirklees Neighbourhood Housing, Autonet, Vodafone, EON, London Borough of Wandsworth, RAC, Aston Villa Football Club and Canterbury City Council, to name a few.

SPONSOR



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IT is at the heart of every business – equally, our clients are at the heart of our business. This is why our goal is to align technology with the organisation's strategy and objectives so IT best supports your needs. As technology continues to advance and transform the way we work, organisations need IT to be reliable and responsive to change. We are committed to delivering IT solutions that are scalable, appropriate and timely for our clients.

Providing IT services to the sector for over 16 years, we deliver and manage tailored solutions to address continuing business demands. Our complete services can be grouped into 4 key areas:

- Consultancy
- IT services
- Managed IT services
- Data centre

Consultancy

All of our consultants have worked in the social housing sector, so our clients can work with people who have a deep and broad understanding of organisational processes and the challenges that are being faced. Examples of our regular housing consultancy engagements include:

- Strategic system reviews e.g. housing management systems
- IT strategic roadmaps
- Option appraisals
- Customer access strategy programmes
- Business improvement programmes
- IT services review
- Application workflows

- Executive 'art of the possible' workshops
- Procurement
- Business Continuity Planning
- Digital strategy

IT

In addition to truly impartial consultancy advice, we also have teams of skilled engineers who implement IT solutions for our clients and our own a highly-secure, state-of-the-art data centre. We are the IT arm who can deliver support on a project basis, or be the IT partner that is there to support the organisation on its complete IT journey. We remain a trusted supplier of choice by keeping abreast of all sector developments, technological advances and, most importantly, by delivering quality on time and to budget.

Examples of our projects include:

- Physical to virtual infrastructure transition
- Infrastructure relocation from on-premise server rooms to Sovereign's own data centre
- WAN acceleration deployment for optimising network performance
- Enterprise-wide unified communications roll-out
- Cloud application deployment
- Intrusion prevention and content control security implementation
- Citrix migration and NetScaler implementation
- Load-balancing of Exchange servers
- Design and deployment of a highly-resilient global communications network
- Commissioning a new head office infrastructure and decommissioning an old one

**HOUSING
TECHNOLOGY**

HOUSING | IT | TELECOMS | BUSINESS | ECOLOGY

IN-DEPTH | 2016

DIGITAL BY DEFAULT 2016
DIGITAL INCLUSION IN HOUSING

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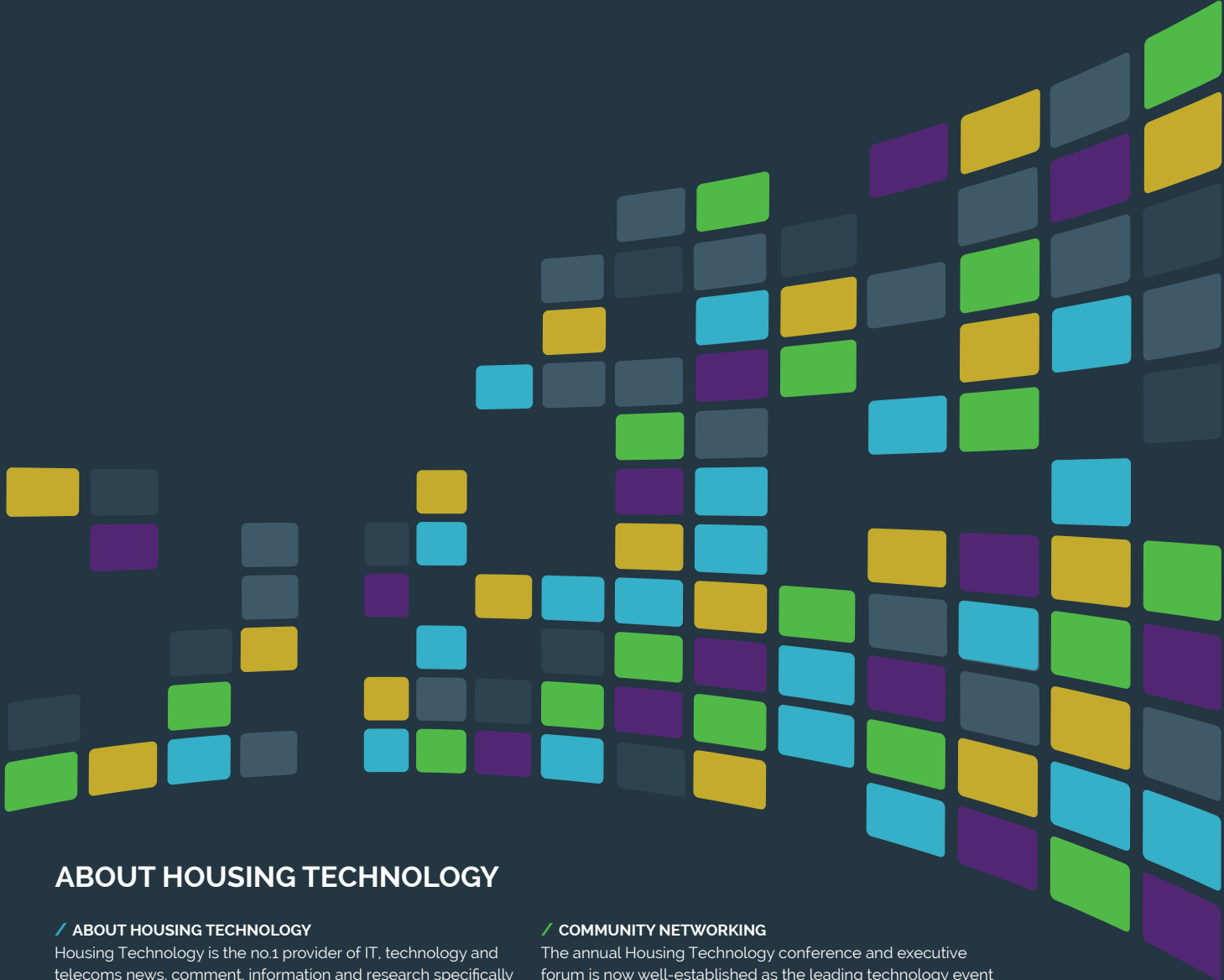
Amazing things happen when we connect.

Individually, we are remarkable. But it's only when minds meet that we realise what we're truly capable of. When we connect, amazing things happen. And now we have ways to connect like never before.

See what happens when BT helps businesses like yours connect.

bt.com/seewhathappens





ABOUT HOUSING TECHNOLOGY

ABOUT HOUSING TECHNOLOGY

Housing Technology is the no.1 provider of IT, technology and telecoms news, comment, information and research specifically for the UK social housing sector.

IT STRATEGY

Established in 2006, the bi-monthly Housing Technology magazine and the annual market intelligence report are required reading for anyone responsible for IT strategy and delivery within UK housing associations. Subscriptions to Housing Technology are free and available online from www.housing-technology.com.

COMMUNITY NETWORKING

The annual Housing Technology conference and executive forum is now well-established as the leading technology event in the social housing sector. Housing Technology also runs a number of other smaller, topic-specific seminars and events throughout the year.

MARKET INTELLIGENCE

Housing Technology publishes a series of annual market intelligence reports, white papers and bespoke research on behalf of housing associations and IT suppliers.

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