HOUSING™
TECHNOLOGY
2017 | CONFERENCE AND
EXECUTIVE FORUM

HOUSING TECHNOLOGY 2017
Q HOTELS' OXFORD BELFRY, OXFORDSHIRE
7-9 March 2017

HOUSING™
TECHNOLOGY
HOUSING | IT | TELECOMS | BUSINESS | ECOLOGY

@housingtech #housingtech2017

BUSINESS INTELLIGENCE   IT STRATEGY   COMMUNITY NETWORKING

1st Touch   Aareon   BT   CAPITA   Castle computer services HOUSING SOLUTIONS   CASTLETON TECHNOLOGY PLC   CIVICA   Edenhouse THE FIRST NAME FOR SAP   ENGAGE

Hootsuite   housingsupportpro   mis active management systems   mobysoft   Orchard   POWER OBJECTS An HCL Company   riverlite   SOVEREIGN BUSINESS INTEGRATION GROUP   HOUSING TECHNOLOGY

GEORGE GRANT
Publisher and Founder,
Housing Technology

WELCOME TO THE EIGHTH ANNUAL HOUSING TECHNOLOGY CONFERENCE.

For 2017, Housing Technology has put together the widest 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 two brilliant keynote presentations (page 8). You can pick and choose any presentation during the event; no pre-booking is necessary.

Lunch and all refreshments will be served in the exhibition areas. In these areas, there will be plenty of time to enjoy informal discussions about the latest products and services with our roster of sponsors and exhibitors. As part of the overall conference, we also have three evening events:

PRE-EVENT DRINKS RECEPTION – 18.00,Tuesday 7th March

Housing Technology is hosting an informal drinks and canapé reception at the Oxford Belfry during the evening of Tuesday 7th March to which all delegates, speakers, sponsors and exhibitors are invited as Housing Technology's guests.

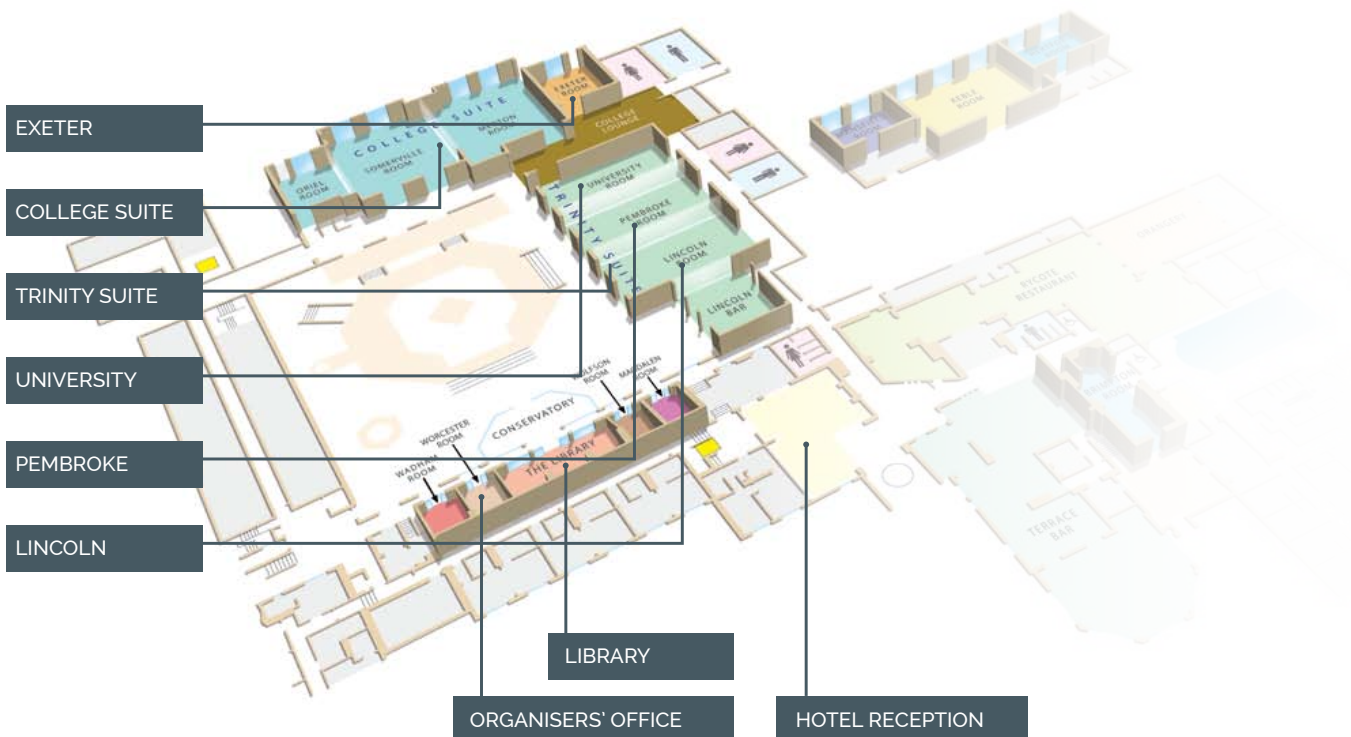### EVENING RECEPTION – 17.00, Wednesday 8th March

To celebrate our 10th year of publishing Housing Technology magazine, we are hosting an early-evening drinks and canape reception from 5-6.30pm on Wednesday 8th March to which all delegates, speakers, sponsors and exhibitors are invited as Housing Technology's guests.
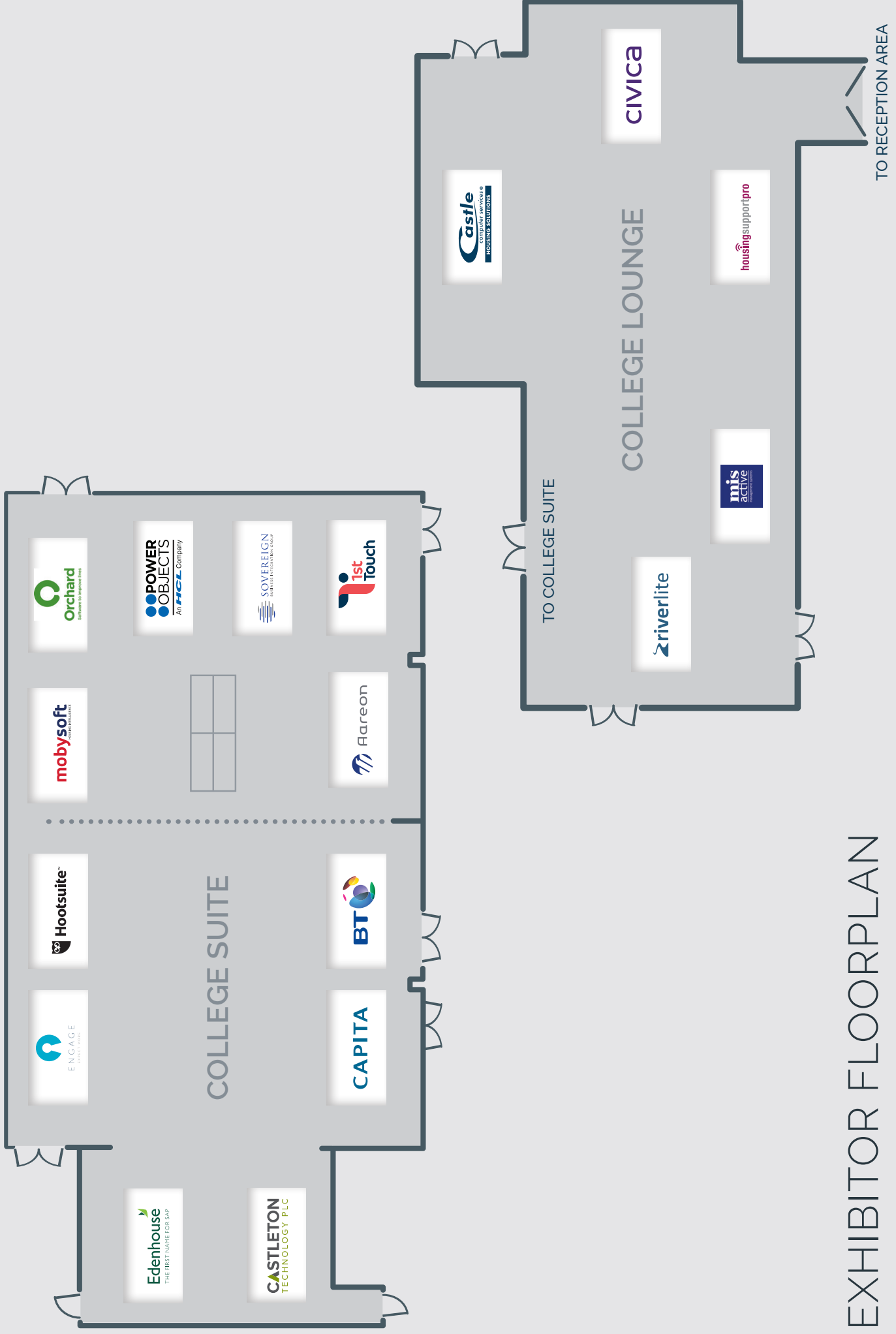
INFORMAL DINNER – 19.30, Wednesday 8th March

Following the evening reception, there will be an informal supper (dress code: smart/casual) which all delegates, speakers, sponsors and exhibitors are welcome to attend. Please note that pre-booking is required; please see the event website, contact the organisers or go to the hotel's reception desk.

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

THE OXFORD BELFRY - HOW TO FIND YOUR WAY AROUND

EXETER

COLLEGE SUITE

TRINITY SUITE

UNIVERSITY

PEMBROKE

LINCOLN

LIBRARY

ORGANISERS' OFFICE

HOTEL RECEPTION

BUSINESS INTELLIGENCE　IT STRATEGY　COMMUNITY NETWORKING

EXHIBITOR FLOORPLAN

COLLEGE LOUNGE

- Castle computer services HOUSING SOLUTIONS
- CIVICA
- housingsupportpro
- mis active
- riverlite

TO COLLEGE SUITE

TO RECEPTION AREA

COLLEGE SUITE

- Orchard Software to improve lives
- POWER OBJECTS An HCL Company
- SOVEREIGN BUSINESS INTEGRATION GROUP
- 1st Touch
- mobysoft
- Aareon
- Hootsuite
- BT
- ENGAGE
- CAPITA
- Edenhouse THE FIRST NAME FOR SAP
- CASTLETON TECHNOLOGY PLC

	COLLEGE SUITE	TRINITY SUITE	UNIVERSITY
0830	**REGISTRATION & BREAKFAST**		
1000		**KEYNOTE:** BENNETT ARRON	
		It wasn't me, it was Bennett Arron	
1100			**AAREON** SPONSOR
			Why you can't afford to ignore channel shift
1215			**ENGAGE PROPERTY TECHNOLOGY** SPONSOR
			Expect more
1300	**LUNCH**		
1430			**ORCHARD** SPONSOR
			Data-driven housing - Connections to projections
1530			**SANCTUARY HOUSING**
			OneSanctuary - SAP in housing
1700 - 1800	**EVENING RECEPTION**	**10 YEARS OF HOUSING TECHNOLOGY: OPEN TO ALL A**	
1930 - 2100	**INFORMAL DINNER**	**OPEN TO ALL AT HOUSING TECHNOLOGY 2017 (ADVANC**	

BUSINESS INTELLIGENCE   IT STRATEGY   COMMUNITY NETWORKING

PEMBROKE	LINCOLN	EXETER	LIBRARY

ORBIT GROUP
Customised web mapping

RHP
Putting goldfish at the heart of our strategy

TORUS
Transformation in turbulent times

SOHA HOUSING
Voice analytics in housing CRM

SPONSOR

SPONSOR

MOBYSOFT & SOVEREIGN HOUSING
What can predictive & big data analytics deliver?

1ST TOUCH
Are we there yet?

WALES & WEST
Creating bespoke software

YOUR HOMES NEWCASTLE & AGILE BUSINESS CONSORTIUM
How Agile delivers more

FAMILY MOSAIC
User experience and service delivery

AMICUSHORIZON
Infrastructure decisions to support corporate objectives

SOUTHERN HOUSING GROUP
Achieving business integration through service management

CATALYST HOUSING GROUP
Scratch building an incident response capability

SPONSOR

SPONSOR

SOVEREIGN BUSINESS INTEGRATION
Business transformation - successfully delivering during change

BT
IoT in housing

FIRST WESSEX
Hearts, minds and devices

WELLINGBOROUGH HOMES
Mobilisation, transformation and change management

T HOUSING TECHNOLOGY 2017

E BOOKING REQUIRED)

	COLLEGE SUITE	TRINITY SUITE	UNIVERSITY
0830	**REGISTRATION & BREAKFAST**		
0920		**KEYNOTE:** DR ETIENNE ROESCH Housing Technology & University of Reading: The intern	
0930		**KEYNOTE:** ALEXIS CONRAN Why systems fail: you're only as safe as your weakest li	
1045			**ACCENT GROUP** Digital services - As easy as I-C-T
1200			SPONSOR **CASTLETON TECHNOLOGY & CLUID HOUSING** Business transformation in housing
1245	**LUNCH**		
1345			**GREENSQUARE & ISLINGTON & SHOREDITCH HOUSING** Microsoft's Power BI applications in housing
1445			SPONSOR **ADACTUS & 1ST TOUCH** Adventures in data science
1600	**CLOSE**		

BUSINESS INTELLIGENCE IT STRATEGY COMMUNITY NETWORKING

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et of things 2017 report

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VIRIDIAN HOUSING Digital adventures	**POWEROBJECTS** SPONSOR Transforming the customer experience with Microsoft Dynamics 365	**CAPITA** SPONSOR Ask Alexa… The top five emerging technologies in housing	**ISOS HOUSING** Don't throw the baby out with the housing system
SOVEREIGN HOUSING ASSOCIATION SPONSOR The benefits of an enterprise GIS	**HOOTSUITE** SPONSOR Transforming residential communities through social media	**BLACKWOOD GROUP** IT to empower people to design their own levels of service	**WHEATLEY GROUP** Connecting the unconnected

SHROPSHIRE HOUSING IoT - 21st-century Trojan horse or data revolution?	**WREKIN HOUSING TRUST** Creating your own housing solution		
HOUSING PLUS GROUP IT strategies for partnerships and mergers	**BOURNEMOUTH BOROUGH COUNCIL** Implementing mobile working		

KEYNOTE PRESENTATIONS

BENNETT ARRON

Wednesday 8 March
1000 | TRINITY SUITE

It wasn't me, it was Bennett Arron

When Bennett Arron had his identity stolen, the consequences were devastating. He spent two years trying to clear his name during which time he became penniless and homeless and had to live with family and friends.

Years later, Bennett wrote a comedy show about his experience. He performed the show 'It wasn't me, it was Bennett Arron' at the Edinburgh Festival. As a result of the show, Bennett was asked by Channel 4 to direct and present a documentary on fraud and identity theft.

In the documentary, 'How to steal an identity', Bennett proved through a series of stunts how easy the crime of ID theft is to carry out. He first stole the identities of the general public and then went on to steal the identity of the Home Secretary. This action resulted in Bennett being arrested in a dawn raid by Scotland Yard

under the codename Operation Hydrogen. The documentary was Pick of The Week in The Guardian and The Telegraph and was called 'Fascinating and disturbing' by the TV Times. Bennett went on to be shortlisted for a BAFTA.

Bennett now tours around the world, telling his disturbingly true yet funny account of what it's like to have your identity stolen and revealing the devastating consequences of making a documentary 'in the public interest'.

Bennett has been called 'A Welsh Seinfeld' by The Guardian, 'Genuinely original and funny' by The Times and 'Case Number 2477419' by The Metropolitan Police.

DR ETIENNE ROESCH

Associate Professor of Cognitive Science, University of Reading

Thursday 9 March
0920 | TRINITY SUITE

Housing Technology & University of Reading: The internet of things 2017 report

Cocoon: Emotion psychology meets cyber-security in internet of things-enabled smart homes.

The internet of things supports agility within practice of social housing, and tenants guard the system's integrity; they are the first victims of cyber-attacks, and the first who can respond appropriately. In the EU project Cocoon, we take a novel approach to cyber-security, centred on the user's experience as a core component to a very complex engineering issue.

This short briefing will cover the scope of Housing Technology and the University of Reading's forthcoming internet of things report, focusing on the EU's Cocoon project and its likely impact on social housing.

Dr Etienne Roesch is an associate professor of cognitive science. His research explores the ways in which people's interaction with the environment supports experience, in an ever-changing world.

ALEXIS CONRAN

Thursday 9 March
0930 | TRINITY SUITE

Why systems fail: you're only as safe as your weakest link

Alexis Conran, TV presenter and LAMDA-trained actor, is best known as the man who identifies, uncovers and helps us to protect our businesses and ourselves against scams. As writer and presenter of the highly-acclaimed BBC TV show 'The Real Hustle', he is in the rare position of being able to advise and educate, even the most foolhardy, on issues surrounding security and risk (in the real and virtual worlds), and identify the human behaviour, communication skills and confidence tricks that the world's top scammers rely on to achieve their unscrupulous aims.

Alexis employs his knowledge of the dark and deceptive world of hustling, pickpockets and con-artists to speak candidly on the risks and security threats constantly faced by businesses, and to deliver important messages on the shrewdest ways to protect against the ever-increasing number of scams.

His topics will include:

- The psychology of deception - how the brain can be fooled by assumption;
- The anatomy of a scam - how a handful of scams that have existed for 1,000s of years still catch people out;
- The necessary credentials to become the best salesman in your team/the world;
- Why systems fail - The human face of security;
- Trust and transparency - How to stay safe in an uncertain world;
- The illusion(s) of trust and the secrets behind it.

# Put Your Customer 'First' through IT Services

With 1st Touch self-service technology solutions you put your customers first – by letting them take the initiative with their tenancy. This boosts customer response and dramatically reduces your operational costs.

Online Tenant Portal

Secure website with access to a full range of information and actions. Enables your customers to manage their own tenancy 24/7 on their own devices and at their own convenience, to submit rent queries or make payments, requests repairs and report communal area matters such as ASBO behaviours. Community message boards, social media support and online community hubs are also included and the system can even carry your own branding too.

For further information or to arrange a demonstration contact us today.
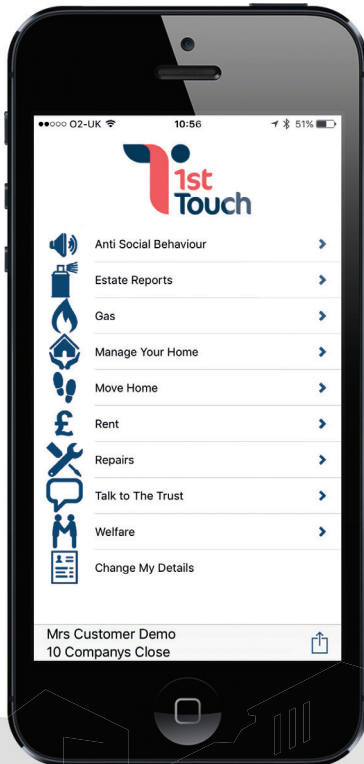
Self-Service App

Give your customers all the tenancy information they need to empower them to take action. With a wealth of information and action-based functionality, the app digitally transforms your customer interface, delivering optimal tenant engagement experience. Customers can also take and submit pictures and GPS locations that you need to be aware of, or are prompted to call the emergency services where it is more appropriate. This reduces the pressure on call-centre operation and drives efficient working practices.

PLUS – the all new iAppoint Scheduling

Specifically designed to simplify and speed up appointment scheduling by either your staff or directly by tenants online through the self-service portal and self-service app. Your customers can generate the right appointment and confirm a time and date promptly with the relevant department. This appointment is then confirmed by text in advance and is simple to rearrange should circumstances change. Customers can also book follow up actions and record relevant text and voice notes where required.

BUSINESS & TECHNOLOGY PRESENTATIONS

WEDNESDAY | 1215 | LINCOLN

1ST TOUCH

Are we there yet? The friction-free journey of the digital tenant

Greg Johns, CEO, 1st Touch

1st Touch will show you what can be accomplished with the right workflow and integration with existing technology.

This will include tenants booking confirmed repair appointments in real time, multi-functional field workers' ability to get it 'right first-time', smart arrears contact management, and using data science to predict and prevent problems.

Greg Johns has over 20 years' experience working with cutting edge technologies, developing a clear sense of how technology and business work together to deliver client value. At 1st Touch, Greg leads the delivery of innovative and unique solutions for social housing customers.

1st Touch transforms the way social housing organisations work, making mobile workforces more efficient and significantly improving business performance and customer engagement.

For ten years, our extensive industry experience has helped us understand how the housing sector works, how mobile technology helps it work better and how our customers want that technology delivered. This experience enables us to lead the market in innovative digital transformation.

WEDNESDAY | 1100 | UNIVERSITY

AAREON

Why you can't afford to ignore channel shift

Paul O'Reilly, account management team leader, Aareon

We live in a world surrounded by digital technology, but the housing sector lags behind in the delivery of digital services.

We will examine the reasons why channel shift should be embraced; Halton Housing is already reaping the benefits, so we will look at how you can save money and improve tenant satisfaction.

Paul O'Reilly joined Aareon in 1996 after working in housing management for seven years.

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.

Aareon UK is the leading supplier of housing management software in the UK.

Our position as a profitable, growing and innovative organisation enables us to set the standard for business processes in the housing sector both today and in the future.

Aareon QL is a truly integrated, highly functional and flexible software solution, providing end-to-end business processing and designed specifically to meet the needs of Social Housing.

QL Housing | QL Financials | QL Business Intelligence | QL Personnel/Payroll

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THURSDAY | 1045 | UNIVERSITY

ACCENT GROUP

Digital services: as easy as I-C-T

Steve Dungworth, head of corporate services Accent Group

Andrew Kidds, head of customer contact Accent Group

We all know what ICT stands for don't we?

• I = information: the metrics which drive your business; C = communication: and also collaboration, contact centre and connect; and T = T-shaped people: that's people with skills who can influence.

• Accent Connect is the last piece of our digital-services jigsaw. This is the story of how Accent has developed a personal, modern and better service for its tenants.

Steve Dungworth is responsible for Accent's digital and people strategies. He is a dedicated change agent with a passion for excellence.

Andrew Kidds is a contact centre and customer experience specialist, and is passionate about technology, people and effective service delivery.

Accent has been providing high-quality social housing for rent and sale for 50 years and we remain firmly committed to providing our residents with the excellent homes and top-quality services they have a right to expect. We own and manage over 21,500 homes.

THURSDAY | 1445 | UNIVERSITY

ADACTUS HOUSING & 1ST TOUCH

Adventures in data science

Brian Moran, group deputy chief executive, Adactus Housing Group

Greg Johns, CEO, 1st Touch

This presentation will explain how the application of data science techniques, such as machine learning, can increase revenues and reduce costs while creating opportunities for better services, better control of risk, and better planning for the housing sector.

It will cover the real-world results of an innovative collaboration between 1st Touch and Adactus Housing to apply techniques for pattern discovery, clustering, classification, forecasting and simulation to housing association data.

Brian Moran is responsible for Adactus Housing's governance arrangements and for developing the strategic direction of the group's corporate services which include its Connect service, tenancy enforcement and support, IT, marketing, business analysis and regulatory work.

Greg Johns has over 20 years' experience working with cutting edge technologies, developing a clear sense of how technology and business work together to deliver client value. At 1st Touch, Greg leads the delivery of innovative and unique solutions for social housing customers.

The Adactus Housing Group is a partnership between four North West housing associations. The group manages 13,000 homes across 21 local authority areas, employs over 550 staff and has an annual turnover in excess of £55 million.

1st Touch transforms the way social housing organisations work, making mobile workforces more efficient and significantly improving business performance and customer engagement.

For ten years, our extensive industry experience has helped us understand how the housing sector works, how mobile technology helps it work better and how our customers want that technology delivered. This experience enables us to lead the market in innovative digital transformation.

BUSINESS & TECHNOLOGY PRESENTATIONS

WEDNESDAY | 1430 | LINCOLN

AMICUSHORIZON

Infrastructure decisions to support corporate objectives

Martin Crouch, technology service manager, AmicusHorizon

We've decided our approach to cloud computing, upgraded and improved our infrastructure, improved our security and our disaster recovery to help deliver the corporate goal of '8/10 staff say they have the right tools to deliver a great service'.

We'll cover what we did and how it improved our user experience.

Martin Crouch is passionate about providing an IT service that wows both internal and external users by building an infrastructure from the ground up and a customer-service ethic that delivers current expectations and plans for the future.

Our mission is making homes, helping people. We provide good quality, well-managed homes, affordable to people on a range of incomes.

We also help build communities by supporting residents into jobs and training.

THURSDAY | 1200 | EXETER

BLACKWOOD GROUP

Living life to the full: IT to empower people

Fanchea Kelly, chief executive, Blackwood Homes

Our co-designed, cloud-based solution, CleverCogs, enables us to deliver our services through a touch-screen home hub and mobile app.

This ground-breaking system not only drives business efficiencies of up to 10 per cent, but has changed the way we work and increased business opportunities.

CleverCogs is integrated throughout our new highly-accessible houses in Dundee, and even includes a prototype washing machine that washes, dries and irons clothes.

Fanchea Kelly joined Blackwood as chief executive in 2013.

Before this, Fanchea had over 20 years' experience in housing and care in a number of senior roles across Scotland, including posts at Glasgow Housing Association and City of Edinburgh Council.

Blackwood was founded in 1972 by Dr Margaret Blackwood MBE, a campaigner for the rights and independence of disabled people.

We deliver our vision of helping people live their life to the full in the pioneering spirit of Dr Blackwood by providing high-quality housing, care and support for disabled people of all ages, with over 1,600 homes across all 29 mainland local authorities in Scotland.

THURSDAY | 1445 | LINCOLN

BOURNEMOUTH BOROUGH COUNCIL

Implementing mobile working

Hugh Lambourne, head of construction

Gary Josey, director of housing & communities

Suzy Conrath, business & operations manager

This presentation will cover the austerity landscape and the measures local authorities are taking to increase income.

Business need: problems we wanted to solve with mobile working; elements of the system: the software packages and their interfaces; implementation journey: how we implemented the system, IT change management and practical elements; lessons learned - what went well and less well, what's working and what isn't, and our performance against original expectations.

Gary Josey controls the council's operations in housing, parks, customer services, bereavement, and community regeneration, with over 500 staff and a turnover of £48m.

Hugh Lambourne has a background in construction and housing development. He leads the technical teams that support the council's housing function, including repairs and maintenance, construction and surveying.

Suzy Conrath has worked for Bournemouth Borough Council since 1998, with many years' experience in customer service, housing repairs and managing and scheduling responsive repairs. While at the council, she was also responsible for the implementation of the Opti-Time dynamic scheduling system, which was the first site in the UK.

Bournemouth Building and Maintenance (BBM) Seascape South are both owned by Bournemouth Borough Council.

BBM provides a maintenance and repairs service to the council and has a turnover of around £8m.

Seascape is a commercial construction company, which has a turnover approaching £1m in year one.

WEDNESDAY | 1530 | LINCOLN

BT

The internet of things in housing

Natasha Clough, head of business development for housing & digital inclusion, BT Business & Public Sector

Mark Harrop, director of devices, mobility & innovation, BT Group

BT provides services for gathering, transmitting, analysing and acting on information, using the power of communications to make a better world; this is core to our IoT strategy.

We leverage our 'cloud of clouds' vision to bring IoT services together, organised around our customers through global industry practices and vertical propositions.

Find out what the IoT can do for housing providers and bring positive outcomes for tenants.

Natasha Clough leads in BT for housing associations and developing capability specific to that market, while maintaining a focus on BT being a purposeful business and helping people gain access to the internet.

Mark Harrop is currently responsible for BT's IoT strategy and, specifically, Smart City engagements. He is also responsible for BT's work with the Digital Catapult and the free, London-wide IoT innovation network and BT's engagement with the LoRa Alliance.

Connected Housing from BT is a technology blueprint designed to demonstrate how we can support the business goals of housing associations, through enabling better collaboration and improving resident satisfaction.

Come and speak to the team to find out how our technology can help you get better connected.

In business, when everyone comes together that's when ideas become reality.

Business works better when it's connected.
The ideas man with the problem solver.
The out of the box thinker with the box ticker.
The big picture visionary with the detailed mind.
The sales star with the number cruncher.
We connect them all with superfast fibre,
4G and 5 million wi-fi hotspots.

bt.com/connectedbusiness

BT

BUSINESS & TECHNOLOGY PRESENTATIONS

CAPITA

THURSDAY | 1045 | EXETER

CAPITA

Ask Alexa… The top five emerging technologies in housing

Stewart Davison, head of business development for housing, Capita

We're now in a world where technologies once considered the subject of sci-fi or future-gazing are becoming an everyday reality.

In the past, consumers led the charge when it came to the adoption of emerging technologies, but the time is now ripe for social housing to begin reaping sustainable benefits from their implementation.

This presentation explores some of the housing sector's hottest emerging technologies, featuring headless interfaces, ChatBots, bot automation, the internet of things and artificial intelligence, and the ways they can drive transformation across an entire organisation.

Stewart Davison specialises in identifying where technology can support increased efficiency and service delivery in the UK social housing sector.

Having worked in front-line housing service delivery, in both local authority and housing association contexts, he has worked closely with UK-wide housing organisations to ensure that IT can deliver value for money, bring efficiencies and ultimately deliver on the promise of increased customer services.

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 innovative system from a proven business partner.

With our housing solution in place, your organisation can operate at its most efficient and effective, enabling you to best support those who matter most: your customers.

CASTLETON TECHNOLOGY PLC / clúid housing

THURSDAY | 1200 | UNIVERSITY

CASTLETON TECHNOLOGY & CLUID HOUSING

Business transformation: out with the old and in with the new

Jimmy Rogers, commercial sales director, Castleton Technology

Ronnie Maher, IT director, Cluid Housing

Castleton Technology will be showcasing a business transformation project it is collaborating with Cluid Housing on and what can be achieved with its fully-integrated software solutions.

Discover how Cluid Housing plans to transform the way the whole of its organisation works with Castleton's housing, finance, CRM, agile applications, financial planning, purchase-to-pay, and repairs solutions.

Jimmy Rogers has worked in the software industry for over 30 years, including working at OpenAccounts and IBS, before moving to Documotive in 2011. He is responsible for all of Castelton Technology's new business and commercial sales.

Ronnie Maher has been the IT director at Cluid Housing since 2014. He holds a BSc in computer applications and studied international technology management. He is certified in PRINCE2 project management and ITIL.

Castleton Technology provides a comprehensive range of software and services, catering to every aspect of your business.

Our portfolio includes: Kypera Housing and Financials, Documotive EDRM, CRM and P2P, Agile applications, Opus Ensemble, ImpactResponse, HousingBrixx and our managed services division.

Our aim is to deliver a truly complete, integrated and hosted solution.

Catalyst

WEDNESDAY | 1430 | LIBRARY

CATALYST HOUSING

Scratch building an incident response capability

Dr Adrian Leung, head of information security, Catalyst Housing

Relying on preventative controls alone is a high risk strategy, because it's inevitable that such controls will eventually fail against the backdrop of an evolving and complex threat landscape.

Organisations must be ready to respond when an incident arises. This presentation will cover Catalyst's approach and share the lessons learnt in the development of its incident response capability.

Adrian Leung leads Catalyst's multi-year security and privacy transformation programme. He is also the founder and chair of the Housing Security & Privacy Forum.

He has extensive information security, privacy and risk management experience gained through roles across different industry sectors.

Catalyst is one of the leading housing associations in London and the South East.

As a major developer of homes for sale and rent for people on all incomes, we currently own and manage over 22,000 properties.

ENGAGE EXPECT MORE

WEDNESDAY | 1215 | UNIVERSITY

ENGAGE PROPERTY TECHNOLOGY

Expect more

Peter Watson, director, Engage Property Technology

The world is changing and so are the expectations of the growing number of people who rent.

Never before has the case for digital transformation been more compelling with residents who expect more, demand more and deserve more. Landlords and investors expect more too; lower management costs, happier residents and better brand image.

So, what is really happening in the housing sector and what are technology leaders expected to deliver?

Peter Watson was a director at L&Q for eight years, supporting radical business change through the use of technology.

He is now helping organisations to define and deliver their digital agenda in a sector where technology is fast becoming the driving force.

Engage Property Technology supports property organisations on their journey of change.

With a portfolio of consultancy services and customer portals, Engage works with both private and social landlords.

Projects have included helping Delancey to transform the legacy Olympic Village into the award-winning East Village and Soho Housing to get closer to their social housing tenants.

Engage portals are proving to be the new heartbeat of the relationship between landlords and their residents.

CAPITA

What's on the hit list of **emerging technologies** in social housing? And what can you do now to **reap their rewards** in the future?
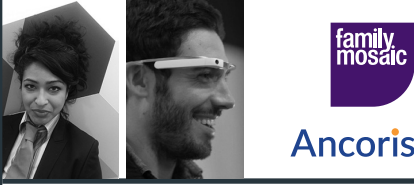

Join Stewart Davison at 10:45 on 9 March to find out more, or chat to one of the team at our stand throughout the exhibition.

We'd love to hear your thoughts

cssenquiries@capita.co.uk | capita-software.co.uk/housing | @capitahousing

BUSINESS & TECHNOLOGY PRESENTATIONS

family mosaic

Ancoris

WEDNESDAY | 1430 | PEMBROKE

FAMILY MOSAIC & ANCORIS

User experience and service delivery

Hannah Mir, head of user experience, Family Mosaic

Duncan Farley, head of business transformation, Ancoris

User experience (UX) is an often-used terminology in the IT sector, but we ask what does this mean for the housing sector? Surely we already do this as part of our standard processes?

This presentation details the mind-set and approaches behind UX and the gains from adopting this approach to service delivery.

In an ever-changing digital landscape, clear directions for any IT service are fundamental to effective right-first-time delivery.

Hannah Mir began her housing career as a trainee housing officer, and after rising through the ranks to become the governance manager for a large ALMO, Hannah moved in to IT consultancy, working for Capita supporting clients across the public and RSL sectors.

Duncan Farley is an award-winning digital leader with a creative mind, energetic approach and competitive edge. He is experienced in planning, leading and delivering transformational change across local and dispersed teams in private and public sector. He is focused on defining root cause and developing creative, yet pragmatic, solutions through fusing people, process and technology to align IT services with business needs. Duncan holds a BSc (Hons) in computer science with business information engineering from the University of Hull.

Family Mosaic owns and manages approximately 26,000 affordable rented homes, houses around 45,000 people, and provides a wide range of specialist housing, care and support services to around 8,000 people in London, Essex and the South East.

Family Mosaic is also a member of the G15, the representative body of the largest housing associations in London.

Ancoris is a Cloud Services Provider with a successful digital transformation practice. As a Google Cloud Premier Partner, our certified specialists guide our customers on their cloud journey, away from legacy systems to affordable cloud and mobile services.

First Wessex

WEDNESDAY | 1530 | EXETER

FIRST WESSEX

Hearts, minds and devices

Patrick Symington, finance, governance & ICT director, First Wessex

Neil Charlton, head of ICT & facilities, First Wessex

First Wessex has been engaged in an ambitious 'First Wessex 2020' programme to transform and modernise its business, with technology at the heart of this transformation.

Hear how systems are being updated or replaced, and how technologies such as cloud, mobile and digital are being implemented. Also find out how we are engaging staff in our 2020 vision and in the technological and cultural changes that will get us there.

Patrick Symington is responsible for leading the 'First Wessex 2020' business transformation programme. He has previously been finance director at several other housing associations, a housing consultant and a senior financial manager in the private sector.

Neil Charlton leads on strategy, innovation and delivery and is currently leading on First Wessex's mobile working, digital transformation and Better Ways of Working projects.

First Wessex manages around 20,500 affordable homes, primarily in Hampshire, providing a full range of affordable housing tenures.

We have our own repairs and maintenance division and provide a range of community services. We employ around 1,000 staff, who are all IT users.

GreenSquare

isha

THURSDAY | 1345 | UNIVERSITY

GREENSQUARE & ISLINGTON AND SHOREDITCH HOUSING

Microsoft's Power BI applications in housing

Gary Pliskin, finance director, Islington & Shoreditch Housing

Rob Fletcher, head of ICT, GreenSquare

David Berrill, business systems manager, GreenSquare

What do the Microsoft Power BI, Power Map, Power Pivot and Power Query products do?

Find out why they are such a big deal, with practical uses in housing, empowering the decision makers in your business, with real-life examples from GreenSquare and Islington & Shoreditch Housing.

Gary Pliskin has worked in a number of senior financial positions in social housing and listed companies. He set-up the Barnet Re-Use Centre environmental charity in 2010, raising the capital, setting-up the charity and chairing the board for five years.

Rob Green has developed a new ICT strategy built, in-part, around the benefits of business intelligence and strong information management.

David Berrill is an expert in the management of large-scale information systems. Dave has held a variety of senior roles as a housing practitioner before moving into ICT management.

Islington and Shoreditch Housing is a community-based housing association, managing and developing quality affordable housing for people in North London. It leads the North River Alliance, a development consortium of small/medium housing associations that has delivered 2,800 new homes over 10 years.
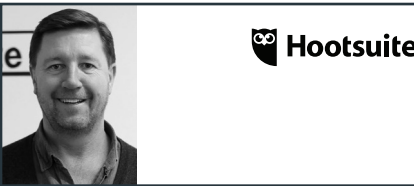
GreenSquare Group is a pioneering housing, regeneration and social investment agency working throughout Wiltshire, Oxfordshire and Gloucestershire. GreenSquare manages 13,000 homes and has a turnover of £87m.

Hootsuite™

THURSDAY | 1200 | LINCOLN

HOOTSUITE

Transforming residential communities through social media

Rob Coyne, general manager for EMEA, Hootsuite

The housing sector is under increasing pressure to provide high-quality care, safe accommodation, and to strengthen our communities. Hootsuite, the most widely-used social media management platform, will shed light on how housing providers can tap into the power of social media to engage with people from all areas, and drive positive change.

Rob Coyne joined Hootsuite in January 2017 as general manager for EMEA. He is responsible for overall company performance, building on recent successes, and ensuring the continued growth of the business.

Previously, Rob spent three years as managing director of the digital marketing company Kenshoo where he grew its business and presence in London, Paris, Munich, Amsterdam and Stockholm.

Hootsuite is the most widely-used social media management platform, used by over 15 million people around the globe and trusted by more than 800 of the Fortune 1000 companies.

Hootsuite's battle-tested technology, extensive ecosystem and social DNA help organisations to champion the power of human connections at scale.

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Discover why Castleton is the only solutions provider that can deliver an integrated solution- visit us in the exhibition area and **meet our CEO.**

Also don't miss our **Business Transformation showcase in the University Room at 12pm on 9th March**, featuring Ronnie Maher, IT Director, Cluid HA

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BUSINESS & TECHNOLOGY PRESENTATIONS

HOUSING PLUS

IT strategies for partnerships and mergers

Andrew Dale, assistant director of IT, Housing Plus

For five years, Severnside Housing and Shropshire Housing Group have worked in partnership on IT, with a joint IT strategy to support differing business objectives and to provide VFM.

With the creation of the new Housing Plus Group and the challenge of rent cuts, we will review how the IT strategy and partnership working have been further developed to enable business transformation and deliver operational efficiencies through greater levels of collaboration.

Andrew Dale has over 15 years in IT management and strategy development gained within the housing and private sectors. His skills in aligning IT strategies to business needs are enabling the efficient and effective transformation of IT services during the on-going mergers and partnerships.

Housing Plus is a recent merger of Severnside Housing and Housing Plus, who work in partnership with Shropshire Housing for IT service delivery.

ISOS HOUSING

Don't throw the baby out with the housing system

John Sammons, assistant director of information & technical services, Isos Housing

Instead of adopting the current fashion of adding a CRM system, we re-selected Capita Open Housing and decided to completely re-implement the solution, starting with a ground-up approach and challenging every part of our current implementation.

Taking advantage of integration with DRS, Total Mobile and Sharepoint, we carried out a full lean review of our entire business. This is our project story.

John Sammons has been working in the housing sector for 13 years. He has over 30 years' experience working at a senior level in various organisations including Northumbrian Water and with IBM Business partners. More recently, he has been concentrating on SharePoint, ITIL and risk management.

Isos Housing is one of the fastest growing housing providers in the North East, generating turnover of £80.3m in 2015/16.

The organisation provides nearly 17,000 homes, including 4,300 owned and managed by Cestria Community Housing.

MOBYSOFT & SOVEREIGN HOUSING

What can predictive & big data analytics deliver?

Derek Steele, CEO, Mobysoft

Tony Blows, IT director, Sovereign Housing

Adele Mathews, income recovery manager, Sovereign Housing

This presentation will highlight how other sectors are harnessing the power of predictive analytics, as well discussing how housing providers are beginning to embrace the technology and how the sector could further benefit in the future.

Sovereign Housing will explain how the technology is helping them protect revenues and mitigate welfare reform while showing how it can be a 'light-touch' approach for IT, enabling them to be more agile and strategic rather than operational.

Sovereign will also share their thoughts of how big data analytics may unfold in the social housing sector in the coming years.

Derek Steele founded Mobysoft in 2003 and has lead the company to significant success and growth, including winning a Queen's Award for Innovation in 2016. He is a member of Business Insider's '42 under 42' leading entrepreneurs group and was shortlisted for a 'technology entrepreneur of the year' award in 2014.

Tony Blowes is an experienced IT director in the social housing sector. Prior to his current directorship at Sovereign Housing, he was IT director at Spectrum Housing before both organisations merged in late 2016.

Adele Mathews is an experienced practitioner in social housing and was income recovery manager at Spectrum Housing prior to their merger with Sovereign, after which she took on the same role at the larger merged organisation. Adele manages a team of 25 and is responsible for collecting £75m per year in rent.

Mobysoft helps deliver time and cost saving solutions, which create tangible RoI for the social housing sector, including Rentsense, a cloud-based predictive analytic solution that optimises front-line income management workloads.

The software helps over 75 housing organisations maximise income, create efficiencies and mitigate welfare reform.

On average, customers achieve a 16 per cent arrears reduction in the first year as well as an average efficiency saving of 25 per cent.

ORBIT GROUP

Customised web mapping

Steve Litchfield, senior GIS analyst, Orbit Group

myM@ps is Orbit's customised web-mapping solution based on the users' perspective in delivering value for money and quicker resolution of staff queries.

This presentation showcases Orbit's GIS journey in distributing a tailored GIS resource to staff across different business areas.

Steve Litchfield is a GIS professional with a real passion for geographic information and cartography. He has enjoyed bringing his mapping expertise to Orbit for over five years, helping the group move forward with the benefits of GIS technology.

Orbit is one of the largest developing housing associations in the country, providing services to 100,000 customers and managing more than 39,000 high-quality homes across the Midlands, East and South East, including areas of London.

HELPING YOU DELIVER CUSTOMER SERVICE

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Edenhouse is the largest independent SAP consultancy in the UK, consistently rated as excellent by our customers.

Working together...

with a leading housing association, we are using technology to drive value, growth and enable change across the group.

We are trusted...

by over 400 customers throughout the UK - find out how we can help you too.

When your success depends on your customer service, come and talk to the company that knows how to deliver.

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BUSINESS & TECHNOLOGY PRESENTATIONS

WEDNESDAY | 1430 | UNIVERSITY

ORCHARD

Data-driven housing: connections to projections

Aidan Dunphy, head of product strategy, Orchard

Orchard will discuss some of the challenges and opportunities for housing providers as they move towards a data-driven business model.

Asset management, housing management and CRM systems contain a vast wealth of information, so what can be done to join up and leverage data to improve efficiency and discover insights?

Hear case studies about housing providers that have moved beyond using spreadsheets and reports of current portfolio and tenancy performance, to shaping business plans using analytics and scenario modelling to project future outcomes.

Aidan Dunphy guides and connects Orchard's commercial and technical strategies. With two decades' experience in the sector, he drives Orchard's product strategy, responding both to emergent sector challenges and driven forward by horizon-scanning innovation.

We are Orchard - we design, implement and support business solutions for the challenges faced by large-scale landlords, centred on property, people and finance.

We're 100 per cent focused on dealing with ongoing and emerging sector challenges, constantly innovating to explore new opportunities, such as the income, digital and commercial spaces.

Our solutions empower you with unparalleled flexibility, removing pain and enabling opportunities.

When you speak to us, you'll find us knowledgeable and personable, with a passion for creativity.

THURSDAY | 1045 | LINCOLN

POWEROBJECTS

Digital disruption: Microsoft Dynamics 365 in housing

Marco Amoedo, senior solution director, PowerObjects

Digital disruption has arrived; come and learn about how housing providers are transforming themselves with Microsoft Dynamics 365.

Join PowerObjects, an HCL Company, for the story of why its customers are choosing to harness the power of the Microsoft cloud and drive change in their businesses by increasing efficiencies, realising significant cost-reductions, improving the customer experience, and enabling growth and innovation.

Hear first-hand how housing providers are addressing their unique challenges of having disparate and costly legacy systems and LoB applications, an increase of commercial focus, channel-shift and more by engaging with PowerObjects to deliver their Dynamics 365 projects.

A technology strategist with experience in enterprise software engineering, customer experience and technology innovation, Marco Amoedo has been part of the Microsoft Dynamics ecosystem for over fifteen years and is a respected member of the Microsoft Dynamics community for his contributions to projects across multiple industries worldwide.

PowerObjects, an HCL Company, is a leader in delivering Microsoft Dynamics 365 solutions through unparalleled offerings of service, support, education and add-ons.

Winner of the 2015 Microsoft Dynamics CRM Cloud Partner of the Year, PowerObjects' team of CRM experts help organisations increase productivity, streamline business processes and build better relationships.

WEDNESDAY | 1100 | LINCOLN

RHP

Putting goldfish at the heart of our strategy

Amina Graham, executive director of corporate services, RHP

Jonathan Creaser, group head of ICT, RHP

While many have put all their focus into developing technology solutions for their digital transformation, we explain how RHP has approached things differently, looking outside in and putting our customers at the heart of everything we do.

And the goldfish? You'll have to come along to find out…

Amina Graham joined RHP as executive director of corporate services in 2008 after 22 years at Marks and Spencer. She has a wealth of business experience in customer service, people management, organisational development and complex change delivery.

Jonathan Creaser is an ITIL-qualified group head of ICT with a proven track record in social housing, outsourced services, travel, development, technology and commercial market sectors. He delivers strong ICT operational leadership along with strategic project implementation and management experience.

RHP is a London-based housing company that provides over 8,500 affordable homes. It is renowned as a leader in the sector in terms of innovative online services; in April 2016, RHP launched the UK's first digital-only housing service for their new customers, called RHPi.

Last year, the organisation was named as the best medium-size organisation to work for in the UK in the 'Great Place to Work' list and topped the Dolphin Innovation index for the second year running.

WEDNESDAY | 1530 | UNIVERSITY

SANCTUARY HOUSING

OneSanctuary: SAP in housing

Kevin Heslop, director of technology, Sanctuary Housing

Sanctuary has become the first housing provider to implement SAP company-wide, with its OneSanctuary programme.

It's providing a strong foundation for supporting the group's continuous growth by improving ways of working and helping to achieve greater operational efficiency internally and externally.

Now, 5,000 staff use OneSanctuary on a daily basis and this large-scale technology solution is transforming the way the group operates.

Having started at Sanctuary in 2009, leading on the technology deliverables for the group's internal maintenance service roll out, Kevin Heslop has been director of technology since 2014. He is responsible for all technology services, including the delivery of OneSanctuary.

A leading provider of housing, care and commercial services, Sanctuary employs over 11,000 people and manages more than 100,000 units of accommodation throughout England and Scotland.

Our property portfolio includes general rented, retirement living, supported housing, extra care, student and key worker accommodation and care homes.

ENGAGE

EXPECT MORE

ENGAGE PORTAL TRANSFORMS SOCIAL HOUSING COMMUNITIES

Why waste time and money developing your own community engagement portal when you can quickly deploy a tried and testing solution that delivers results from day one?

ENGAGE is a communications platform that can be white-labelled by housing associations to empower new levels of engagement with residents. Unlike many other tools, ENGAGE ensures online self-service makes sense for everyone by delivering a better, more efficient way of working that automates time-consuming administrative processes.

As well as enabling residents to make payments and report repairs online, the platform has a number of unique community engagement features, such as resident forums and targeted communications, that help to build better neighbourhoods and strengthen relationships.

For further information, contact us on:

✉ **enquiries@engageproptech.com**

📢 **0203 882 1432**

🌐 **www.engageproptech.com**

BUSINESS & TECHNOLOGY PRESENTATIONS

SHROPSHIRE HOUSING & HOUSING PLUS

THURSDAY | 1345 | PEMBROKE

The internet of things: a 21st-century Trojan horse or data revolution?

Ian Pritchard, IT manager, Shropshire Housing

It's new, relatively unproven and its use is growing at an exponential rate, and there is little doubt that IoT could revolutionise the way we collect and use data.

But do smart homes and big data really matter? Do the security implications outweigh its possible benefits?

We take a look at applications, risks to consider, total failures and, ultimately, how we see IoT helping housing providers and tenants.

Ian Pritchard has over 19 years' technical experience gained in both public and private sectors. His skills in cyber security, server virtualisation, networking and delivering support desk services are enabling the effective and efficient delivery of IT services to the groups.

Housing Plus is a recent merger of Severnside Housing and Housing Plus, who work in partnership with Shropshire Housing for IT service delivery.

SOHA HOUSING

WEDNESDAY | 1100 | LIBRARY

Voice analytics in housing CRM

Maureen Adams, director of customer services & operations, Soha Housing

Lee Hayward, assistant director of customer services, Soha Housing

Soha Housing is successfully using AudioFinder, a voice analytics tool to search and speedily track calls concerning service delivery, capturing service-based issues at the earliest opportunity.

Calls converted into data are indexed and analysed by date, theme (such as repairs), issue or complaint type to understand what really happens in the process flow, maximising the potential to make financial savings and provide the core customer requirements.

Maureen Adams joined Soha Housing as director of customer services and operations in 2008. She has aligned the co-regulation model that places tenants at board level, with a campaign to improve customer service via the contact centre.

Lee Hayward has been assistant director of customer services at Soha Housing for eight years. His main responsibilities are to effectively manage and improve Soha's repair and estate maintenance services.

Soha Housing is a 6,500 home housing provider based in South Oxfordshire.

With an ambitious development programme and a well-developed customer involvement strategy, Soha is delivering strong VFM and excellent performance across all of its services.

SOUTHERN HOUSING

WEDNESDAY | 1430 | EXETER

Achieving business integration through service management

John Sykes, head of service design & transition, Southern Housing

This presentation will provide an insight into Southern Housing's service management programme, enabling IT to move beyond business and IT alignment towards true business integration.

The session will highlight the cultural change aspects and the importance of people in the quest for value for money and operational efficiencies.

The presentation will share key ingredients for success and enable you to identify opportunities to put the ideas and approaches into practice in your own organisation.

John Sykes has 20 years' experience developing and supporting business applications, infrastructure, data warehousing and business intelligence solutions in the housing sector.

We are a business with social objectives.

As one of the UK's leading housing associations, we provide homes for more than 68,000 residents. We own and manage 28,000 homes and work with over 40 local authorities and employ over 1,000 people.

We are also a member of G15, representing London's 15 largest housing associations.

SOVEREIGN BUSINESS INTEGRATION GROUP

WEDNESDAY | 1530 | PEMBROKE

Business transformation: successfully delivering during change

Jacqui Stoggall, director of consultancy, Sovereign Business Integration Group

Keith Woolley, executive consultant, Sovereign Business Integration Group

The social housing sector is going through a period of unprecedented change, most evident in the number of large scale mergers.

Sovereign will discuss the impact of this, what to be aware of, how to plan your transformational approach and achieving success, with particular reference to its involvement with the Circle and Affinity Sutton merger.

With a passion for social housing, Jacqui Stoggall has worked for Sovereign for the last 10 years to deliver business IT success to the sector. Before joining Sovereign, she worked for several large housing associations including the Peabody Trust and Home Group.

Keith Woolley is a visionary and goal-orientated senior IT executive with over 15 years' CTO/CIO experience in streamlining multi million pound organisations. He is a chartered IT professional and member of the British Computer Society.

IT is at the heart of every business – equally, our clients are at the heart of our business.

As an IT service provider, we align technology with your business objectives so IT supports your goals.

Consultancy - IT Services - Managed IT Services - Data Centre - Recruitment

Transforming residential communities via social media

The housing industry is under increasing pressure to provide high quality care, safe accommodation and to strengthen our local communities. Hootsuite is the market leader in enabling housing associations to connect people through social media. With our tailored solutions, your business can work collaboratively to engage with residents from all areas of the community and drive positive change.

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BUSINESS & TECHNOLOGY PRESENTATIONS

THURSDAY | 1200 | PEMBROKE

SOVEREIGN HOUSING

The benefits of an enterprise GIS

Andrew Bradley, strategic insight manager, Sovereign Housing

Alice Rhodes, GIS analyst, Sovereign Housing

Sovereign Housing will explain the journey it has been on to deploy an enterprise GIS and look at the main benefits that are being realised today.

Demonstrations of its 'Sovereign Electronic Mapping System' will include operational and strategic examples, including strategic asset management, understanding its customers and strategic insight projects, as well as how GIS is supporting its recent merger with Spectrum Housing.

With over seven years implementing solutions in social housing and 12 years building GIS solutions, Andrew Bradley has a great deal of experience of enterprise GIS.

Alice Rhodes has worked for Sovereign Housing for three years and in the GIS sector for six years after gaining an MSc in GIS from Kingston University.

Sovereign is one of the largest housing associations in England, committed to helping those in housing need where we work.

We own and manage 55,000 homes for over 130,000 people and build 1,500 new homes each year.

WEDNESDAY | 1100 | EXETER

TORUS

Transformation in turbulent times

Debbie Trust-Dickinson, director of ICT & transformation, Torus

Danny Codling, head of ICT, Torus

In 2015, Golden Gates Housing and Helena Partnerships formed a new housing group called Torus, and a key element of our business case was to deliver efficiencies through back-office systems integration.

Our journey involved developing new service delivery models, new IT and transformation strategies, multiple IT procurements, IT and business priority integration, developing partnership delivery, and engaging hearts and minds.

Debbie Trust-Dickinson leads an innovative and dynamic ICT team for Torus. Before she joined the housing sector in 2012, she worked in central government where she gained over 20 years' experience in leading national-scale IT, customer and transformation projects.

As head of ICT for Torus, Danny Codling combines his technical expertise and forward-thinking approach to lead the delivery of a wide range of innovative ICT initiatives that underpin an ambitious ICT and transformation programme.

Torus was formed in 2015 when Golden Gates Housing Trust and Helena Partnerships joined forces to create a group structure with 800 talented people, 22,000 homes and turnover of around £100m.

THURSDAY | 1045 | PEMBROKE

VIRIDIAN HOUSING

Digital adventures: how innovation and agile working are transforming services

Ed Wallace, head of research & innovation, Viridian Housing

Alice Granville, research & innovation lead, Viridian Housing

This presentation will cover Viridian's early adventures in the world of digital, including:

Our online affordability assessment and home-swap app MoveMaker; our HomeGrown innovation challenge; designing digital services with customers and staff; working with technology start-ups; our approach and lessons learned; onwards and upwards: our future aspirations.

Ed Wallace manages Viridian's award winning research and innovation team. He set the team up to help Viridian rethink its approach to service delivery, service transformation and use of digital.

Alice Granville currently leads on digital innovation and service design projects. She recently spent time working on a large digital transformation programme in Australia and also used to work for the Audit Commission, covering housing policy, innovation and good practice within the sector.

Viridian Housing is an award-winning provider of affordable housing in the UK with over 16,000 homes.

We are progressing a partnership with AmicusHorizon; the resulting organisation will be one of the top 20 housing associations in the country, with around 30,000 homes.

WEDNESDAY | 1215 | EXETER

WALES & WEST

Creating bespoke software

Richard Troote, head of ICT, Wales & West Housing

Sue Dickinson, systems thinking facilitator, Wales & West Housing

Creating bespoke software is always a challenge. Working with the business, the in-house IT department and an external IT supplier can be time consuming and frustrating.

At Wales and West, the business wanted a unique solution to monitor residents' needs and outcomes. Although based on a standard model, its requirements meant that an off-the-shelf application wasn't suitable. They also wanted it integrated into Microsoft Dynamics.

Join us to find out how we got on...

Richard Troote has fifteen years' experience as a head of ICT in the housing sector. He is chair of the CHC IT Network, representing IT professional in Wales, and was previously a director of SPriNT Supporting People Software. He has 18 years' experience with the Civil Service and British Airways, and is an associate lecturer with the Open University.

Sue Dickinson has worked with Wales & West Housing for 24 years; initially working as a scheme manager. In 2012 she was introduced to the Vanguard model of systems thinking which resulted in her taking up on the role of systems thinking facilitator. The role involves looking at systems from the customer's perspective to understand demand, what matters and flow.

Wales & West Housing has around 12,000 properties across Wales, providing quality, affordable homes for more than 20,000 people.

Established in 1965, Wales & West Housing employs over 400 staff and works in 15 local authorities. Its current £138m building programme will deliver 600 new homes within the next five years.

SERVICE

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EDUCATION

ADD-ONS

PowerObjects, an HCL Company
Delivering Dynamics 365 Solutions for Housing to the United Kingdom
PowerObjects.com/UK

POWER OBJECTS
An **HCL** Company

BUSINESS & TECHNOLOGY PRESENTATIONS

WEDNESDAY | 1530 | LIBRARY

WELLINGBOROUGH HOMES

Mobilisation, transformation and change management

Loreen Herzig, head of IT & business improvement, Wellingborough Homes

Maureen Hopcroft, interim head of IT services, Wellingborough Homes

Wellingborough Homes is on a transformation journey, with a new executive team, refreshed branding and a business-focused IT strategy. Our plans are ambitious; follow our mobilisation, transition and culture-change progress.

We've successfully mobilised our staff by leveraging pervasive technologies and we're changing the way we work within a wider culture-change programme.

We will share our successes, the lessons learned, and the challenges and opportunities that arise from significant investment and business transformation.

Loreen Herzig oversees day-to-day service delivery as well as IT project delivery. The business improvement element of her role includes performance and programme management, delivery of service reviews and development of business intelligence.

Maureen Hopcroft is an independent consultant and an expert in IT-enabled business transformation. She is also the chair of Women's Pioneer Housing.

Wellingborough Homes is a housing association based in Northamptonshire with a commitment to:
Develop a diverse range of new homes to meet local needs;
Work with our customers to provide great homes and value for money services;
Invest in communities where it supports our customers and protects our business.

Wheatley Group

THURSDAY | 1200 | LIBRARY

WHEATLEY GROUP

Connecting the unconnected

Graeme Hamilton, innovation, online services & improvement manager, Wheatley Group

Wheatley Group has achieved much over the past three years to place digital inclusion and participation at the heart of the digital agenda across Scotland.

Hear how staff, customers and citizens have embraced the digital present and what the group sees as its priorities for the digital future in social housing, care and regeneration, how staff are becoming actively engaged, and what role the internet of things might play.

A housing professional with over 30 years' experience in local housing management, organisational development, change and project management, Graeme Hamilton has led on the business and customer approach to digital inclusion across the Wheatley Group. He has a post-graduate degree in human resource management and is the author of two books.

Wheatley is Scotland's leading housing, care and property-management group.

It comprises six RSLs, a care organisation and two commercial subsidiaries.

The Group spans 17 local authority areas across central Scotland, providing homes and award-winning services to over 200,000 people.

The Wrekin
Housing Trust

THURSDAY | 1345 | LINCOLN

WREKIN HOUSING TRUST

Creating your own housing solution: the only limit is your imagination

Lawrence Gardner, head of ICT, Wrekin Housing

Paul Dudley, business systems manager, Wrekin Housing

This presentation will cover Wrekin Housing's journey to develop a housing management solution fit for the 21st century.

It will cover the opportunity and fear factor of the 'blank sheet of paper'; moving away from the safety net of the 'received wisdom' of off-the-shelf solutions; and towards fresh thinking such as building systems around 'demand pull' and other 'systems thinking' concepts.

Lawrence Gardner has overall responsibility for the in-house ICT team at Wrekin Housing, latterly introducing software developer apprenticeships as part of meeting the skills challenge and has had some successes in the commercial exploitation of the trust's considerable software catalogue.

Paul Dudley has overseen the creation and introduction of a full suite of modern software encompassing Wrekin Housing's needs and created by its own in-house development team.

Wrekin Housing is one of the largest social housing providers in the West Midlands, with almost 12,000 homes for rent and low cost home ownership across Shropshire and Staffordshire.

Your Homes Newcastle

Agile Business Consortium

WEDNESDAY | 1215 | LIBRARY

YOUR HOMES NEWCASTLE & AGILE BUSINESS CONSORTIUM

How Agile delivers more, builds bridges and turns IT critics into IT champions

Geof Ellingham, director, Agile Business Consortium & former head of IT, Your Homes Newcastle

Your Homes Newcastle's IT service is using Agile methods to deliver more of what the business wants, faster, and with higher quality.

The presentation will focus on how MoSCoW prioritisation, user stories, self-organising teams, planning poker, time-boxing, visualisations and daily stand-ups improve conversations, build trust and deliver better business outcomes. And why Kanban boards are sprouting up all around the business… not just in IT.

During two decades in IT, Geof has been a programmer, tester, architect, consultant, trainer and manager… on top of five years as a primary school teacher. He is a director of the not-for-profit Agile Business Consortium and is a certified DSDM Agile trainer-coach.

Your Homes Newcastle is an ALMO managing 26,700 council homes on behalf of Newcastle City Council and a further 500 properties for other social landlords.

We also manage 1,500 leasehold properties and have a charitable subsidiary (Asfaleia) delivering support and care services.

The Agile Business Consortium provides global leadership in business agility as the guardian of the DSDM Agile project management framework.

In May 2017 we will launch AgilePM for Digital Services - a new training course and qualification to support emerging best practice in public and third-sector digital service delivery.

BUSINESS INTELLIGENCE   IT STRATEGY   COMMUNITY NETWORKING

mobysoft
HOUSING INTELLIGENCE

PREDICTIVE ANALYTICS
CREATING EFFICIENCIES & SAVING £ MILLIONS

Mobysoft's Rentsense is a predictive analytical tool that is helping over 80 landlords, across their million plus tenancies, create and embed efficiencies. It is an income tool that predicts which tenants will and won't pay their rent.

It typically creates an average efficiency saving of 25% and reduces arrears by 15.8% in year one. In 2015/16 Rentsense helped reduce its customers' arrears by c£29m.

See us at Housing Technology 8-9 March 2017

www.mobysoft.com

0161 974 2000

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CORPORATE PROFILES

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1st Touch is the leading enterprise mobile workforce solutions provider delivering world-class mobile applications dedicated to social housing.

By increasing operational efficiency and reducing the time and cost of service delivery, our bespoke mobile software solutions can improve your business performance significantly.

For over ten years our extensive industry experience has helped us to understand how the housing sector works, how mobile technology helps it work better, and how our customers want that technology delivered.

That's why over 1.6 million properties are managed across 130 housing organisations using 1st Touch.

With our mobile software, your people in the field can now work using less fuel, less paper and less complexity. Which means more jobs get done, more appointments are kept and more business goals can be achieved.

It's what we call thinking smarter, working better. All based on a commercial understanding that can help you manage change in social housing successfully.

Discover how working with us can improve your business performance significantly by visiting our website.

AAREON UK

TELEPHONE
0247 632 3723

EMAIL
uk.bids@aareon.com

WEB
aareon.co.uk

Aareon is the leading European housing IT provider, with over nine million units of stock managed on our software throughout Europe. Our position as a profitable, growing and innovative organisation enables us to set the standard for business processes in the housing sector both today and in the future. We deliver tailored enterprise-wide solutions for your every need.

As social housing in the UK becomes more complex, it requires more sophisticated IT systems; comprehensive, scalable and as versatile as the tasks that you have to deal with.

Whether Aareon implement an enterprise-wide solution or optimise and customise a number of individual modules to complement your existing applications, each Aareon QL solution encompasses years of know-how, the experience of more than 100 Aareon QL projects and over 50 years of social housing expertise.

The Aareon QL product suite
Aareon QL is a truly integrated and highly-functional software solution designed specifically to meet the needs of social housing providers. Easy to implement, easy to use and easy to run, Aareon QL makes your staff's job easier while streamlining your processes and giving you access to the information you need to make the right decision at the right time.

Aareon QL is a totally flexible solution designed to give your organisation a clear picture of its customers, its assets, its finance and its people.

Aareon QL is used by a diverse array of organisations throughout the UK and the Channel Islands, for property management in the social rented, private residential, commercial and student lettings market sector.

With our many years of industry-specific knowledge, Aareon QL offers you a total solution including;

• Housing
• Financials
• Personnel & payroll
• Reporting
• Asset management
• Contact management
• EDRMS
• Mobile working
• Responsive repairs
• Planned maintenance
• Rent accounting & arrears
• Voids management
• Reporting
• Asbestos register

CORPORATE PROFILES

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Connected Housing from BT is a technology blueprint designed to demonstrate how we can support the business goals of housing associations, through enabling better collaboration and improving resident satisfaction.

Come and speak to the team to find out how our technology can help you get better connected.

CAPITA

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Capita | Software services

Technology that supports your staff and empowers your customers

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 innovative system, from a proven business partner.

With our housing solution in place, your organisation can operate at its most efficient and effective, enabling you to best support those who matter most: your customers.

Ones to watch
During the conference, pop by for a chat about social housing's hit list of emerging technologies – the ones to watch, what their impact could be on social housing and what you can do now to prepare for them.

Innovation is a topic we're passionate about and we'd love to hear your views on some of these newest trends approaching our sector.

Remember, too, to join Stewart Davison at 10:45 on day two of the conference as he explores this exciting topic in his presentation: 'Ask Alexa… The top five emerging technologies in social housing'.

How can we help?
From the newest technologies to empowering your staff and improving customer service and experience, if you have a specific requirement in mind, or are looking to achieve improvements across your organisation, our team of specialists would be happy to discuss how our range of solutions and services are best placed to help you.

CORPORATE PROFILES

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Castle Computer Services is a leading provider of business software, IT infrastructure and cloud services. We work with over 100 housing associations throughout the UK to deliver solutions that can improve efficiencies, enable an increasingly mobile workforce and empower tenants.

Our dedicated housing solutions division provides a highly focused and end-to-end service, delivered by consultants who have specialist knowledge of implementing software and IT services to the sector.

We engage with housing associations to understand their challenges, their future strategies and act as a trusted advisor to explore technologies that can help achieve their objectives and enable them to continue to provide a high standard of service to their stakeholders.

We provide a range of best-of-breed solutions, from business intelligence and financial management software to complete mobile working solutions, all with strong client reference-ability, which can be delivered on-premise, co-located or hosted in one of our secure data centres for added security and peace of mind.

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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. Our aim is to provide a truly complete and fully integrated solution to meet the demands of every aspect of your business.

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 impact for our clients.

Our portfolio includes our renowned solutions: Kypera Housing, Kypera Financials, Documotive EDRM, Documotive CRM, Documotive Purchase to Pay, Agile, 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, and secure, 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.

BUSINESS INTELLIGENCE IT STRATEGY COMMUNITY NETWORKING

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Civica and Abritas are leading partners in social housing. Our innovative and comprehensive solutions enable local authorities, landlords and social care providers to deliver improved tenant services with greater efficiency, while reducing costs.

Our flexible platforms include:
Housing Management | Housing Asset Management | Housing Repairs Management | Payments for Housing | Technology Services | Housing Register | Choice Based Lettings | Enhanced Housing Options | Housing Advice & Homelessness | Supporting People | Mutual Exchange service – swapandmove

Join us to discover how our combined solutions can help you respond to the needs of customers and to adapt to the changing social housing landscape.

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Edenhouse Solutions is the largest and fastest growing independent SAP consultancy in Europe and an award-winning SAP Gold Partner.

We implement the latest SAP technologies and cloud innovations, and through our unrivalled support services we are dedicated to helping our clients optimise their investment in SAP.

We provide a complete service of enterprise solutions from licence, implementation services, managed services, through to support and maintenance. Our customers cover a diverse range of industry sectors including finance, public sector, defence, distribution, manufacturing, professional services and utilities.

Working together with a leading housing association, we are using SAP technology to drive value, growth and enable change across the group. We are trusted by over 400 customers throughout the UK.

If you would like to know more about how we can help you, please come and talk to us, or contact us on marketing@edenhousesolutions.co.uk.

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The world is changing and so are the expectations of the growing number of people who rent and the demands on their landlords.

Engage Property Technology supports property organisations on their journey of change. With a portfolio of consultancy services and customer portals, Engage works with both private and social landlords. Projects have included helping Delancey to transform the legacy Olympic Village into the award-winning East Village and Soho Housing to get closer to their social housing tenants.

Engage portals are proving to be the new heartbeat of the relationship between landlords and their residents who today expect to be treated less like tenants and more like customers with individual needs and preferences. It injects a spirit of community where previously there might have been adversity.

Engage portals enable residential landlords and housing associations to deliver super-efficient customer service to their residents. Unlike many existing web sites, Engage adds value to the extent that residents will keep returning to the portal in preference to making phone calls to busy service centre staff.

But Engage is more than a self-service portal. The platform acts as a vital layer on top of existing back-office systems, pulling data and displaying key residential information to the user. Engage delivers efficiencies by automating business processes from the application process itself, to payments, simple enquiries and maintenance requests. Customers enjoy a single sign-on experience while still being able to access all of the other services provided by the landlord.

Concierge services can even be added, as well as neighbourhood information, special offers from local retailers, residents' manuals, even group forums to enable landlords to build cohesive communities and a happy customer base.

In short, Engage removes the pressure on customer services teams so that landlords can concentrate on adding value and satisfying the expectations of residents now and in the future.

The team at Engage are passionate in using technology to help deliver the plans and aspirations of Engage clients. Our property, public sector and technology backgrounds mean we are ideally positioned to do this.

Visit us on our stand or get in touch to arrange a demo and see how Engage can work for you and your residents.

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Hootsuite is the most widely used social media management platform, used by over 15 million people around the globe and trusted by more than 800 of the Fortune 1000 companies.

Hootsuite's battle-tested technology, extensive ecosystem, and social DNA help organisations to champion the power of human connections at scale. To learn more, visit www.hootsuite.com.

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Housing Support Pro is part of the Footprint Solutions group of companies, one of the most highly-regarded information management companies in the UK, whose clients include the Home Office, the UK and Welsh Parliaments, the MoD, the National Archives, the Information Commissioner's Office, IPCC, numerous local authority clients and many housing trusts.

Last year, Housing Support Pro launched two highly-anticipated solutions; iHome247 and Client Connect, both of which are now considered unique within the sector.

iHome247
iHome247 provides a viable alternative to current practices around the care of elderly or vulnerable people. iHome247 works by monitoring electricity and water usage and generates a notification if no utilities are used, therefore providing a discreet way of keeping an eye on relatives or loved ones living independently in their home via an easy-to-use app.

Client Connect
Client Connect works in partnership with a number of housing trusts in the UK, providing a solution that has been designed and developed by housing professionals and provides up-to-date tenant and property insight information to mobile housing officers.

Housing officers can be 100 per cent field-based, rather than having to report to and be located at head office. While working in the field, the user can refer to their tablet to review tenant rent balances, receive new tenant sign-up requests, undertake void property visits or simply take a rent payment from a tenant.

Digital forms can be used to capture hand-written notes, typed text or even spoken narrative, before all of these media are converted to highly-accurate information that can then be uploaded to the client's housing management system in real time. All forms are legally admissible and the solution can make a trust 80 per cent paper-free within just four weeks (i.e. the time it takes to deliver Client Connect).

We have successfully integrated the solution to many of the leading housing management solutions in the UK, such as those from Civica, Northgate, Capita and Aareon.

mis active management systems

MIS ACTIVE MANAGEMENT SYSTEMS

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MIS Active Management Systems have been providing solutions to social housing organisations for over 25 years. With customers ranging in size from 250 to over 40,000 homes, we are acknowledged as the supplier with the highest customer rating and our comprehensive solutions mean that we are your one-stop source for innovative housing management software.

Our excellence in software development and customer service marks us out in this competitive industry. 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, motivation to go that extra mile, flexibility, close relationships with our customers and an open and honest approach.

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Mobysoft helps deliver time and cost saving solutions, which create tangible RoI for the social housing sector, including its RentSense application, a cloud-based predictive analytic solution that optimises front-line income management workloads.

The software helps over 75 housing organisations, including half of the G15, maximise income, create efficiencies and mitigate welfare reform. On average, customers achieve a 16 per cent arrears reduction in the first year as well as an average efficiency saving of 32 per cent and an income officer caseload reduction of 51 per cent. In 2015/16, RentSense helped its customers reduce their arrears by around £29 million.

In 2016, Mobysoft won a Queen's Award for Enterprise in Innovation and the Housing Excellence Best IT system for its RentSense solution.

Mobysoft is one of the fastest growing SaaS providers in the UK and has been shortlisted in the 'Top 50 fastest growing technology companies in the North' in 2015 and 2016, both times being ranked in the top 20.

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As the leading independent software provider to the public and social housing sectors, Orchard has been providing technical solutions that manage human and business needs for five decades.

Although people come to us for technical solutions across housing, CRM, finance and asset management, we respond to human needs.

While we keep your tenants and customers in our hearts, our heads ensure that your best business interests are taken care of. Our customers up and down the country turn to us for our expertise in dealing with the changes they are facing to deliver what is needed, not just what is wanted.

Catch up with us during the event to hear more about how we can help you, and our exciting developments in the following areas:

- Digital services for customers
- Active asset management
- Mobilisation
- Commercialisation
- Systems integration
- Predictive analytics

CORPORATE PROFILES

POWER OBJECTS
An **HCL** Company

POWEROBJECTS, AN HCL COMPANY

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PowerObjects, an HCL Company, is a leader in delivering Microsoft Dynamics 365 solutions through unparalleled offerings of service, support, education and add-ons.

Winner of the 2015 Microsoft Dynamics CRM Cloud Partner of the Year, PowerObjects' team of CRM experts help organisations increase productivity, streamline business processes and build better relationships.

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**RIVERLITE: A RESPONSIVE, TRUSTED IT PARTNER
Riverlite delivers enterprise-grade IT services to UK organisations, either on-site or through the Riverlite Private vCloud, supporting the running of over £1 billion worth of UK business, 24 hours a day, 365 days a year.**

With nearly ten years' experience as a cloud IT managed service provider, Riverlite are experts in their field, supported by a strong background in service delivery. Riverlite knows how important IT is to an organisation and has built its business by offering the very best solutions to meet our customers' IT needs, with impeccable customer service to match.

Riverlite's vision is to be the most responsive, trusted IT partner with an established culture of customer service excellence and technical expertise. With long-established credibility in the delivery of IT managed services, Riverlite has grown organically year-on-year. High levels of customer referrals and long-term customer partnerships are evidence of Riverlite's ability to build partnerships with its customers and delivery of consistently high levels of service.

Riverlite is proud to support a growing number of housing associations across the country, as well as organisations in a multitude of other areas, such as financial services, the care sector, educational institutions and retail environments.

Riverlite is immensely proud to support this year's Housing Technology event to demonstrate its complete commitment to this important sector.

CORPORATE PROFILES

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Providing IT services to the housing sector for over 16 years, Sovereign delivers and manages tailored solutions to address continuing business demands.

Our services range from consultancy and IT solutions through to managed IT services and data centre services.

Our consultants have worked in the sector, so our clients can work with people who have a deep and broad understanding of housing processes and the challenges faced by the sector.

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 reviews
· Application workflows
· Executive 'art of the possible' workshops
· Procurement
· Business continuity planning
· Digital strategy

Sovereign's offering not only provides truly impartial consultancy advice, but also the full spectrum of IT services. This allows Sovereign to build deep and long-lasting partnerships based on value, genuine client advocacy and the delivery of simple and effective tailored solutions that are easily maintainable. 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.

In addition, to providing tailored managed IT services, Sovereign has an exceptionally strong capability in delivering technology-based change projects, as demonstrated by these recent assignments:

· 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

Please contact Jacqui Stoggall (director of consultancy) or Rob Driver (director of SME) on 0208 216 3333 to discuss any requirement you may have.

Solutions that
evolve with you

We don't need to tell you that even without the ongoing sector changes, technology advances mean our world is evolving faster than ever before.

From your executive team to your customers, you're expected to do more with less, work harder, make every contact count, and be more responsive.

Our experience is that you're not alone. Our customers have been turning to us for our help and expertise.

We can deliver what you need.

Digital services for customers	Active Asset Management	Mobilisation	Commercialisation	Systems Integration	Predictive Analytics

See us at the Housing Technology Conference (7-9 March 2017) to hear more about our exciting developments and how we can help you.

Our next generation solutions are here.
Want to know more? Call us on 0191 255 1931

Orchard

Bridging the gap between technology & business success

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 organisational strategy and objectives to ensure IT best supports you.

Consultancy | IT Services | Managed IT Services | Data Centre

Contact us on 020 8216 3333
or at housing@sovereign-plc.co.uk.
Alternatively, visit us at www.sovereign-plc.co.uk

SOVEREIGN
BUSINESS INTEGRATION GROUP

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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