

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

WE HAVE DEVELOPED THE CONFERENCE BASED ON YOUR SUGGESTIONS AND IDEAS SO WE HOPE THAT YOU WILL FN JOY THE PROGRAMME.



GEORGE GRANT
Publisher and Founder,
Housing Technology

There is a wide selection of presentations from housing providers and IT suppliers of all sizes, covering the gamut of the most relevant topics in housing IT. You can pick and choose any presentation throughout the event, there is no pre-booking necessary.

Lunch and all refreshments will be served throughout the day in the exhibition areas. In this area there will be plenty of time to enjoy informal discussions about the latest products and services.

As part of the overall conference, we also have two subsidiary networking events:

Pre-Event Drinks Reception – Tuesday 3rd March
Housing Technology is hosting an informal drinks and canapé
reception at the Oxford Belfry during the evening of Tuesday

3rd March to which all delegates, speakers, sponsors and exhibitors are invited as Housing Technology's complimentary guests (no pre-booking is needed).

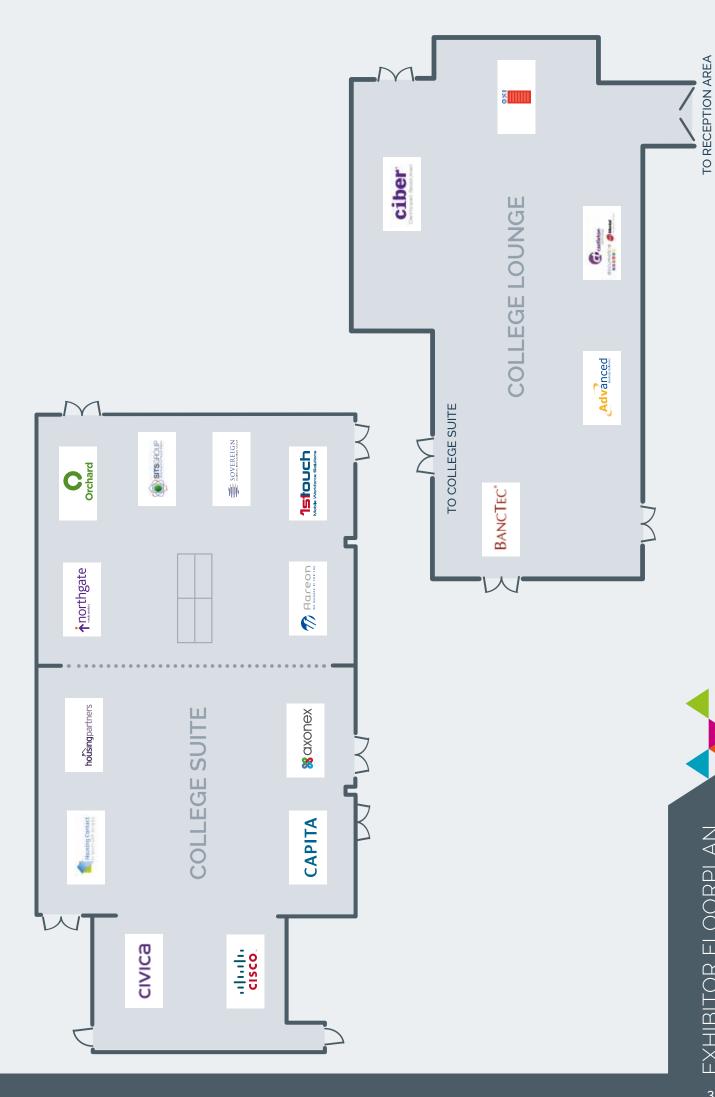
### • Informal Dinner - Wednesday 4th March

At the end of the first day of Housing Technology 2015, we are hosting an informal buffet supper at the Oxford Belfry to which all delegates, speakers, sponsors & exhibitors are welcome to attend (pre-booking required; please contact the organisers).

Finally, don't miss the IT Leaders' Panel Discussion at 4pm on Wednesday. The discussion will be moderated by Maggie Philbin and will feature IT directors from AmicusHorizon, Midland Heart, Solihull Community Housing and Southern Housing Group.

### THE OXFORD BELERY - HOW TO FIND YOUR WAY AROUND





### WEDNESDAY 4 MARCH 2015

	COLLEGE SUITE	TRINITY SUITE	UNIVERSITY
0600 - 0830	SPONSOR & EXHIBITOR SETUP		
0830 - 1000	REGISTRATION & REFRESHMENTS		
1000		KEYNOTE: MAGGIE PHILBIN	
1100			HOME GROUP Automating outbound contact in the rent collection process
1200			1ST TOUCH Delivering the 'smart' home
1300	LUNCH		
1400			AAREON istay@home: Using technology to help the ageing population
1500			CISCO The future of tenant interaction
1600			HILBIN & PARTICIPANTS: Jeanette Alf nmunity Housing   Marc Slack, Head of I
1700	CLOSE		
1900 - 2100		INFORMAL DINNER (INCL. COMEDIAN DOMINIC HOLLAND)	

PEMBROKE	LINCOLN	EXETER	LIBRARY
CAPITA Smarter property management: when the Internet of Things meets smart asset management	THAMES VALLEY HOUSING Delivering services digitally	VIRIDIAN HOUSING Digital innovation at Viridian Housing	GOLDEN GATES HOUSING Transforming front-line housing services through mobile technology
RED KITE & SOVEREIGN BUSINESS INTEGRATION GROUP Portraying excellence and pride through innovation, creativity and wise investments	CIVICA The changing landscape of housing technology	HELENA PARTNERSHIPS CRM, mobile working and straight-through processing	ORIGIN HOUSING Digital personal development
ORCHARD What next for the key vendors in the housing sector?	ORBIT GROUP Housing goes digital: the right kit or the right culture?	MIDLAND HEART Understanding the customer journey in the eyes of an industry 'newbie'	SEVERNSIDE HOUSING Targeted housing services investment using better data
HOUSING CONTACT COMPANY Can a commercial head be reconciled with a social heart?	AMICUSHORIZON  How to design mobile solutions to improve customer service and business efficiency	SOLIHULL COMMUNITY HOUSING A commercial approach to social housing	PEAKS & PLAINS HOUSING Bringing services direct to your customers: streamlining and digitising housing services
ano, Director of Technology, AmicusHorizon   Kevin Connell, IT Director, Southern Housing Group   CT, Midland Heart			SOUTHERN IT FORUM MEETING - Members only

### THURSDAY 5 MARCH 2015

	COLLEGE SUITE	TRINITY SUITE	UNIVERSITY
0830 - 1000	REGISTRATION & REFRESHMENTS		
1000		KEYNOTE: DR GILES F	RASER
1100			WALES & WEST HOUSING Building a new housing management system from scratch
1200			ADACTUS HOUSING Social housing 2.0: what does it look like?
1300	LUNCH		
1400			HOUSING PARTNERS Working in an Agile environment with a cloud infrastructure
1500			RCT HOMES Mobile working: a new approach
1700	CLOSE		

PEMBROKE	LINCOLN	EXETER	LIBRARY
SITS GROUP & TRIDENT SOCIAL INVESTMENT GROUP Your journey to the utopian private cloud	NORTHGATE PUBLIC SERVICES Challenges to the UK housing sector	CAIRN HOUSING Systems of execution: how Cairn delivers results through e-accountability	WAKEFIELD & DISTRICT HOUSING Creating the 'connected estate'
ROOFTOP HOUSING Pulling the plug on offline services (and how to do it)	AXONEX Connecting your tenants: providing community engagement and insight through the cloud	BANCTEC  New Charter Housing &  BancTec; building an award- winning, customer-driven  CRM solution and realising the benefits	WHEATLEY GROUP Connecting the unconnected
WM HOUSING The journey to IT and housing excellence	CASTLETON TECHNOLOGY (DOCUMOTIVE & MONTAL) Connecting everyone to everything	SOUTHERN HOUSING GROUP Social housing 2.0	TRIDENT SOCIAL INVESTMENT GROUP Digital inclusion: leaving no one behind
COMMUNITY HOUSING CYMRU Getting tenants online in Wales; overcoming skills, motivation and affordability barriers	TRAFFORD HOUSING TRUST IT projects vs. business improvement: moving from legacy to 21st century HMS		

### **KEYNOTE PRESENTATIONS**



Wednesday 4 March 1000 | TRINITY SUITE

### **MAGGIE PHILBIN**

Tomorrow's world, tomorrow's technology

Maggie Philbin has worked on science and technology programmes for what she describes as "a frightening length of time". She will share both her 30 years' experience of predicting future trends and her insights gained through her work leading the UK Digital Skills Task Force and TeenTech.

What will the workplace of tomorrow be like? And what does that mean for housing providers, their tenants and their children right now? What skills will we need to develop and how can we get the most out of the advances offered by technology?

Maggie handled the first sat-nav, the first truly mobile phone and the first digital camera; was it obvious that they would become gamechanging technologies with implications for everyone? What emerging technologies are likely to have the same impacts?

Maggie Philbin is a well-known television presenter and founder/CEO of TeenTech.

By way of background, many of the everyday gadgets that we now take for granted were demonstrated on live television for the very first time by Maggie – the first truly mobile phone, the first car navigation system, the first fax machine and even the first supermarket barcode reader.



Wednesday 4 March 2000 | TRINITY SUITE

**DOMINIC HOLLAND** 

Dominic Holland will be entertaining guests with a stand-up comedy performance during the informal dinner.

Dominic Holland is a professional comedian, author and after-dinner speaker. He has also appeared on Have I Got News For You, Loose Ends, and The News Quiz and has hosted his own Radio 4 series.



Thursday 5 March 1000 | TRINITY SUITE

DR GILES FRASER

What is community, and how is it affected by technology?

Dr Giles Fraser will talk about the changing nature of communities. He will talk about what 'community' is and present a long-term view on how our ideas about community have shifted, particularly in response to new developments in technology.

He will suggest that, despite challenging conditions and a much more individualistic society, community will always look for ways to reinvent itself

Giles Fraser is currently the parish priest at St Mary's, Newington, London and writes a weekly column for The Guardian as well as appearing frequently on BBC Radio 4 in Thought for the Day and The Moral Maze.

He is visiting professor in the anthropology department at the London School of Economics. He was previously Canon Chancellor of St Paul's Cathedral and director of the St Paul's Institute.





Providing leading enterprise mobile solutions to over 120 social housing landlords, 1st Touch is helping over 15,000 workers help their organisations to **reduce costs**, increase **productivity** and **improve customer service**.

Our innovative feature rich specialist applications deliver measurable efficiencies across multiple business areas including:

- Property Services
- Tenancy Services
- Estate Management
- Supporting People

- Multi-platform
- Multi-device
- Seamless back office integration

1st Touch provides well proven applications enabling complete transformation of existing paper-based working models into dynamic, flexible and efficient mobile working solutions.

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IT Leaders' Panel Discussion

MODERATOR: Maggie Philbin

#### **PANELLISTS**





1stouch

An insight into the technology roadmap for housing providers and tenants that looks at past, present and future technologies as they move towards the 'smart' home.

Housing providers continue to adopt rapidly-evolving technologies in their efforts to streamline and improve service and achieve cost efficiencies, while ultimately helping tenants to combat the challenges of welfare reform. Greg Johns will discuss how technology will evolve over the next five years to deliver the 'smart' home and what this will mean for housing providers and tenants, from how it will save money for both, to how it will transform service delivery and experience With over 20 years in the IT industry, Greg Johns has worked extensively with cuttingedge technologies both in the UK and Internationally, developing a clear sense of how technology and business need can work together to deliver client value

Providing leading enterprise mobile solutions to over 120 social housing landlords, 1st Touch is helping over 15,000 workers help their organisations to reduce costs, increase productivity and improve customer service levels by delivering measurable efficiencies that optimise the mobile workforce



1ST TOUCH

Delivering the 'smart' home



WEDNESDAY | 1200 | UNIVERSITY

Greg Johns, Director of International Business

777 Aareon

Europe's ageing population will increase in the coming decades, according to the EU's 2012 'Ageing' report; it is estimated that Europe's population of people over 65 years of age will increase from 17 per cent to 30 per cent.

> Clearly, this will present major challenges in terms of economic, social and healthrelated issues for all EU countries. This issue is also making the agenda within the UK social housing and care sectors because as people live longer, it is likely that care and support needs will increase.

Stephen Makin is managing director of Aareon UK Limited and is based in Kenilworth. He has over 35 years' experience in the IT sector and joined Aareon in 1998 from GEAC.

Since joining Aareon, he has turned the company into a profitable and forwardthinking organisation, and he was also key to Aareon's purchase of 1st Touch.

Aareon is the leading European software company providing IT solutions to the social housing sector. Our position as a profitable, growing and innovative organisation enables us to set the standard for business processes in the housing sector.

With many years of market-specific knowledge, Aareon QL is a total solution that offers you housing, financials, HR, reporting, asset management, contact management, EDRMS and mobile working.

### WEDNESDAY | 1400 | UNIVERSITY

### **AAREON**

istay@home: Using technology to help the ageing population

Stephen Makin, Managing Director







THURSDAY | 1200 | UNIVERSITY

ADACTUS HOUSING GROUP

Social housing 2.0: what does it look like?

Paul Lees, Group Chief Executive Brian Moran, Group Director of Corporate Services

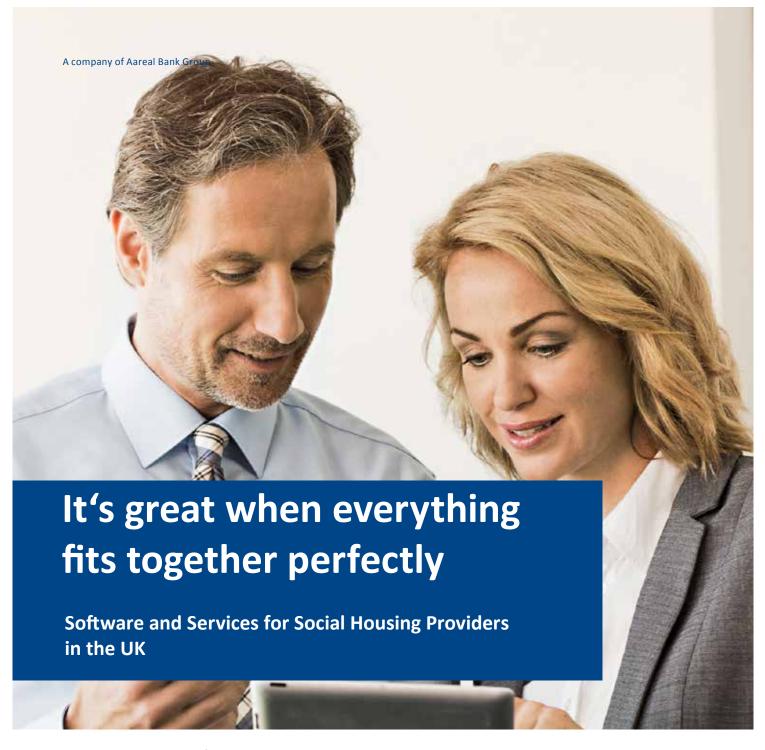
In less than a decade, 'web 2.0 fundamentally disrupted and changed the game in the retail sector forever. Are there now emerging technology trends that could have the same impact on the housing sector? Adactus Housing thinks so. Join them for an entertaining and speculative look into the 'world of tomorrow' (Futurama ioke).

Paul Lees is constantly looking for ways in which new technology can be used to transform service delivery and dispel accepted 'truths' about how housing associations should be organised to run their businesses.

Part of Brian Moran's job is to direct the development of the group's IT services which requires him to recognise the potential in new technology and to make things happen.

Adactus Housing Group is a partnership between four North West housing associations. The Group manages 13,000 properties across more than 20 local authority areas, is among the most economic housing associations in the country and is also in the top 10 of housing association developers outside London.





With many years of housing sector knowledge and experience, you can completely rely on Aareon. Aareon QL offers you everything you need for end to end business processing and customer interaction. Aareon QL is an enterprise-wide solution that offers you Housing, Financials, HR, Reporting, Asset Management, Contact Management, iHousing Tenant Portal, EDRMS and Mobile Working.

to find out more please call 02476 323723 or visit www.aareon.co.uk











AmicusHorizon

AmicusHorizon was shortlisted for the UK IT Industry Awards in 2014. Its submission concerned its mobile working project for a financial inclusion solution and how it gave them the blueprint to build further apps. The presentation will cover: AmicusHorizon's Agile-like methodology; how it carried the business with them; how to take an enterprise approach; the benefits; and demo examples.

Robert Stewart is AmicusHorizon's business systems manager, with 15 years' housing technology experience.

AmicusHorizon has a dedicated team to deliver mobile working and integrated solutions; Robert is their solution architect.

AmicusHorizon provides homes and services to communities across London, the South and South East of England.

We're committed to providing more than bricks and mortar. We work to improve the lives of our tenants through innovative programmes and training schemes.



How to design mobile solutions to improve customer service & business efficiency

Robert Stewart, Business Systems Manager

WEDNESDAY | 1500 | LINCOLN

THURSDAY | 1200 | LINCOLN

Connecting your tenants: providing community

James Dale, Channel Account Manager, Purple Wifi

engagement and insight through the cloud

Tom Bane, Head of Security and Enterprise

**8** axonex

Axonex, Cisco Meraki & Purple WiFi will demonstrate best practice in terms of scalable wi-fi, legal and security compliance, and automatic content filtering

Learn about cloud-managed wi-fi solutions, with social media self-sign-on which generates user data, such as age, gender and patterns of online usage, allowing you to share information effectively and promote relevant news to users while encouraging tenants to engage in the community. The audience will also receive a free Meraki AP and Purple Wifi Cloud device licence.

Tom Bane joined Axonex as its operations director in 2007. He has over 20 years' experience in the IT financial and IT services sectors employed in senior support, R&D and service deployment roles. With a host of professional certifications, he brings security and enterprise network specialities to the

Richard Jackson is responsible for the on boarding and account management of authorised resellers at Purple WiFi. He provides sales and marketing support, product training, and account management for key channel partners.

At Axonex, we deliver innovative solutions that enable our customers to reduce IT complexity and operating costs, and to increase management capabilities, resulting in enhanced business agility and

We're proud of the unrivalled knowledge that we hold across our key areas of expertise, including unified communications, data centre, security and network infrastructure, and of our extensive range of specialist accreditations

We only partner with the sector's bestof-breed vendors, such as Cisco, EMC, Enghouse, NetApp, Nimble Storage and VMware.



**AXONEX** 

### BANCTEC\*

CRM solution which is used to provide a single view of its tenants and to manage its interactions with them. NCH is managing a multi-phase release of functionality. Such is the success of the programme that NCHT won multiple awards at the 2014 NW Contact Centre Awards including Best Implementation of Technology.

New Charter Housing has implemented a

Peter Dinham gives direction to BancTec's product strategy in housing and works with his team to turn emerging technologies into real world, pragmatic solutions. Peter has been with BancTec for over 30 years

BancTec provides scalable CRM, case management, document management and workflow solutions that are designed to take advantage of all customer-preferred communication channels. The solutions support and stimulate collaborative working

### THURSDAY | 1200 | EXETER

### **BANCTEC**

New Charter Housing & BancTec: Building an awardwinning, customer-driven CRM solution and realising the benefits

Peter Dinham, Products Director



### THURSDAY | 1100 | EXETER

**CAIRN HOUSING** 

Systems of execution: how Cairn delivers results through e-accountability

Fin Smith, Head of Business Improvement

Are your staff clear on their priorities? Are you achieving the results you want? Is this all aligned to your strategy? If you answered 'no' or even 'maybe' to any of these then join our session to see how Cairn Housing is using systems for strategy & performance management, customer service & engagement, and personal performance to articulate, deliver and achieve execution of our strategies.

Fin Smith is head of business improvement at Cairn Housing Association in Edinburgh. He has worked in quality and improvement roles in the housing sector for over eight years with experience of similar roles in the private sector prior to that.

Cairn operates across the length and breadth of Scotland, with offices in Edinburgh, Coatbridge and Inverness. Cairn manages around 3,500 properties including general needs, retirement and sheltered accommodation



# The Infrastructure Experts



Unified Communications











Find out more about how our leading-edge IT infrastructure solutions bring wide-reaching operational benefits to social housing organisations by calling 01242 535700, emailing hello@axonex.com or visiting:

www.axonex.com/housing-associations 😹







### CAPITA

### WEDNESDAY | 1100 | PEMBROKE

#### CAPITA

Smarter property management: when the Internet of Things meets smart asset management

Stewart Davison, Business Development Manager

Technology continues to move at an evergreater pace and the Internet of Things (IoT) is here to stay. How can you harness this to manage your assets in a smarter way and facilitate excellent customer service? Stewart Davison will answer this and share the results from a recent study to uncover the impact of IoT and what this means for the UK's social housing sector

Stewart Davison has worked in the housing sector since 1998, and is responsible for supporting Capita's software housing unit in growing overall business opportunities

He has had a varied career, starting out in HM Forces as a Royal Engineer then joining a Bristol-based housing provider before moving into IT implementation and process re-engineering with Bristol City Council.

Stewart is passionate about the issues affecting social housing and is currently on the boards of Gofal, the Welsh mental health charity, and Shelter Cymru.





channels has never been greater. What changes will the emergence of IoT bring to your operational delivery models and how will you deal with an ever-

systems, the need to drive efficiencies and

operate more effectively across a range of

In today's world of increasing data &

Find out about how Documotive and its customers are already embracing new technologies and the benefits these have Chris Lawrence is the technical services architect at 365 Agile and advises Documotive on IoT, management of disparate data sources and data security.

Chris has worked in the ICT sector for over 10 years and has a wealth of knowledge and experience

Castleton Technology Plc is a focused provider of IT solutions & services software and consultancy to the social housing sector. Castleton Technology comprises Documotive (software providers) and Montal (IT services, solutions & consultancy); both organisations will be present on the stand



THURSDAY | 1400 | LINCOLN

**CASTLETON TECHNOLOGY** 

given them.

increasing volume of noise?



### 

### WEDNESDAY | 1500 | UNIVERSITY

### **CISCO**

The future of tenant interaction

Martin Wicks, Customer Experience Consultant

In today's customer care environment. customers expect to get the service they want using their channel of choice. Those who prefer to interact using voice expect to get through to an agent with the expertise and knowledge to help them get the information they need on the first call. Other tenants may want to interact with your customer service team through web chat, email, social media, or video. They may also choose self-service for routine requests. In all cases, tenants expect the customer service representative to understand the priority of their engagement and to be sufficiently skilled in the required subject matter.

Martin Wicks has lived and work extensively in Asia and Australasia for Lucent Technology, and Avaya.

He has spent 10 years with Cisco, helping customers gain business value from their contact centre technologies

Only Cisco helps you make the most of tomorrow's opportunities, by proving that amazing things can happen when you connect the previously unconnected.

We don't just dream it. We do it.



### civica

### WEDNESDAY | 1200 | LINCOLN

### CIVICA

The changing landscape of housing technology

Mark Holdsworth, Business Development Director

As citizens begin to embrace digital technology in all aspects of their lives, so too must the organisations who deliver the services they require. Mobile technology and the demand for online self-service are having profound impacts on how we consume and deliver public services, and the increasing diversity of the social housing landscape is driving evolution in the sector.

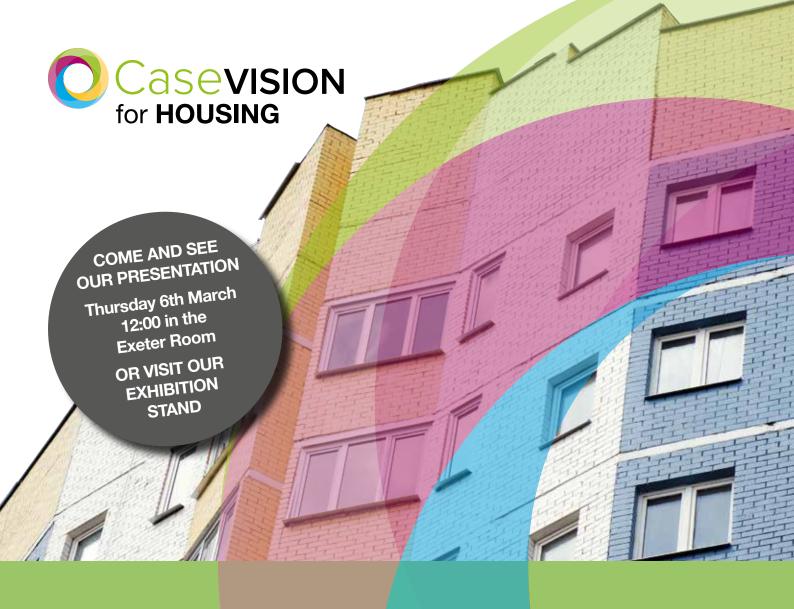
Mark Holdsworth will discuss how new technology can be exploited to deliver improved choices and services for tenants and increasing customer satisfaction at the same time as better organisational efficiency.

Mark Holdsworth has worked in the housing sector since the age of 18, first taking a degree in Housing Studies at Sheffield Hallam University. He gained experience working in policy development and on early choice-based letting initiatives, together with exploring new approaches to lifecycle property repairs.

He has a wealth of knowledge of the social housing sector gained over many years of consultancy and business development.

A leading partner for the social housing sector, Civica provides a complete IT systems platform to help housing providers deliver more productive tenant services

With a track record of over 20 years in the housing sector and a successful approach to improving customer service and efficiency, the company supplies a wide range of RSLs, ALMOs and local authorities. We manage from 250 to over 110,000 units and include 40 per cent of the UK's top 100 housing groups in our client base.



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THURSDAY | 1500 | PEMBROKE

### COMMUNITY HOUSING CYMRU

Getting tenants online in Wales: overcoming skills, motivation and affordability barriers

Hayley McNamara, Regeneration Officer

This session will explore how housing providers are overcoming digital exclusion in Wales through projects that address skills, motivational and, in particular, affordability barriers.

In the modern world, should tenants' access to decent, affordable broadband be a basic expectation from their housing provider? Why hasn't the market come up with solutions? We will look at how housing providers are trying to overcome these issues to provide affordable broadband for tenants

Hayley McNamara is the regeneration officer for Community Housing Cymru, the membership body for housing providers in Wales, and CREW Regeneration Wales. Hayley graduated from her Master's degree in town planning in 2010.

The Community Housing Cymru Group is the representative body for housing associations and community mutuals in Wales. Our members work closely with local government, third-sector organisations and the Welsh government to provide a range of services in communities across Wales





#### WEDNESDAY | 1100 | LIBRARY

### **GOLDEN GATES HOUSING TRUST**

Transforming front-line housing services with mobile technology

Peter Fitzhenry, Director of Housing Management & ICT

Golden Gates Housing is working with Footprint Solutions on a mobile solution to get its staff closer to its tenants to improve neighbourhood management, reduce arrears, support tenants struggling with welfare reform, and make some financial savings.

A tall order, but initial results are good: voids, arrears and ASB have all decreased while tenant satisfaction has increased and we've cut costs, plus the mobile solution itself was delivered in just three months from concept to live operation.

Peter Fitzhenry works for Golden Gates Housing Trust, Warrington's largest housing provider. His experience covers over 25 years in the public sector including working for London boroughs, city councils, and district and unitary authorities

Golden Gates operates in one of the Universal Credit pathfinder areas and Peter has coordinated their responses to this new emerging challenge.

His main areas of interest are housing management, renewable energy, mobile technology, digital & financial inclusion, welfare benefit reform and helping tenants aet into work.

Golden Gates Housing Trust is Warrington's largest social landlord with over 8.000 homes. It's also in talks with Helena Partnership about setting up a group structure to become one of the largest social landlords in the country.

Golden Gates Housing Trust has a strong reputation for quality and IT-driven innovation. We are planning to take the conference through some of our existing mobile working project that we've been carrying out with Footprint Solutions.





### WEDNESDAY | 1200 | EXETER

### HELENA PARTNERSHIPS

CRM, mobile working and straight-through processing

Louise Hodgson, CRM Strategy Manager Dave Roberts, Service Development Manager Over the past year, we have been developing a seamless case management system and fully integrating our mobile solution with our in-house CRM system to provide a streamlined, single application using an STP-based approach for our frontline services to support tenants with extra needs. Knowledge management, efficient processes and integration!

Louise Hodgson is the CRM strategy manager at Helena Partnerships. Her role sits within the business assurance team which brings together performance, risk, research and IT professionals. Her key responsibilities are to lead the project management of Helena's CRM strategy.

An experienced developer and BI practitioner, Dave Roberts has almost 30 years' experience in various facets of IT. Having led teams in both the public and private sectors, he now uses his skills to develop new software solutions while heading up Helena's application and development team.

Helena Partnerships is a well-respected housing association based in the North. Created in 2002 to take over the housing stock of St Helens Council in Merseyside, the company has rejuvenated homes and communities.



### WEDNESDAY | 1100 | UNIVERSITY

### **HOME GROUP**

Automating outbound contacts in the rent collection

Chris Roberts, Head of Customer Service Centre

Arrears management for 55,000 properties is a challenge that requires a processdriven approach.

After the Housing Technology 2014 conference where Home Group saw the Housing Contact Company's Call2Collect service presented by Adactus Housing, Chris Roberts was tasked with implementing this call automation solution into Home Group's overall rent collection process

sHaving first piloted and subsequently adopted the service, Chris presents the rationale and results of that decision

An experienced call centre manager within financial, insurance and housing services. Chris Roberts has evolved Home Group's customer service centre to deliver exceptional levels of performance that have resulted in both local and national recognition

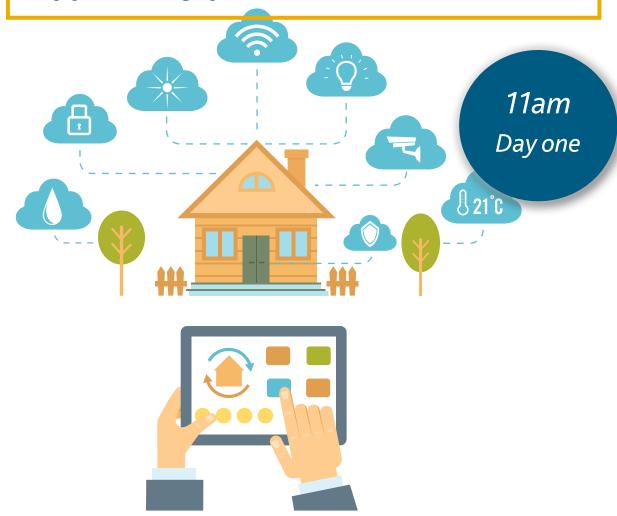
Home Group, a social enterprise and a charity with a turnover of over £325 million, is one of the UK's largest providers of highquality housing and supported housing services and products.



### **CAPITA**

### Smart asset management

How ready are you for the 'Internet of Things' - the interconnectivity revolution that could change the way you manage your assets forever?



Self-surveying property, smart meters and smart homes are great but will they work in the real world? Radical change for asset management, energy use and the management of public spaces is just around the corner, so now is the time to make sure your organisation is ready to take advantage.

Be sure to join Stewart Davison's speaker session on 4 March at 11am to join in considering some practical cases and business benefits of the Internet of Things, as well as hearing about some exploratory goings-on at Capita!





### WEDNESDAY | 1500 | PEMBROKE

#### HOUSING CONTACT COMPANY

Can a commercial head be reconciled with a social

Barry Marlow, Partner, Get Real Partnership Tony Smith, Acutance Consulting

Like most people in the housing sector, Barry Marlow is not an IT wizard. He thinks there is too much data and sometimes too much technology. With Tony Smith, he will explore the challenge of change and how we should be working our technology and suppliers harder, turning data into useful information.

Romantics in social housing who dream of golden days of guaranteed income need to realise the realities of the new marketplace. and that includes tenants and payday lenders. The tenants' world has moved on. How can our processes and systems enable us to think commercially and act socially in this new landscape?

Barry Marlow and Tony Smith both grew up in social housing and are passionate about helping the sector move forward in these uncertain times

The first text message was sent in 1992; Barry Marlow had been working with a pencil for 20 years by then. He is a consultant, trainer, speaker, facilitator, blogger and critical friend. Having had a proper housing iob for over 24 years. Barry devolved to full independence in 1995. He is director of his own company Marlow Lang, a partner of Friends Critical and a partner of the Get Real Partnership.

Tony Smith blogs regularly as ThatHousingITguy and his solid, dogged and down-to-earth approach is well known in the housing sector. He has worked in social housing IT for 18 years as system designer, implementer, managing director of one of the large HMS suppliers, and in the last three years as independent housing IT consultant. Passionate about the right use of IT for social housing, he has helped dozens of organisations squeeze the most from their housing investment.





THURSDAY | 1400 | UNIVERSITY

Working in an Agile environment with a cloud

Paul Creamer, Chief Technology Officer Jenny McCulloch, Director of Product InnovationT

HOUSING PARTNERS

housingpartners

increasing rapidly in the housing sector. Housing Partners has responded to this change by introducing a new Agile development process and integrated the cloud into the infrastructure. The transition included many challenges; our presentation will show the before and after and the experiences of the team during

The rate of change in technology is

this process.

With over 30 years' experience in designing and building software systems, Paul Creamer has worked for a number of businesses including 1st Software and Smart Focus, where much of his work centred on data analysis. Before joining Housing Partners, he was the CTO at sustainability service provider **Ecodesk** 

With an eye for detail and a creative flair, Jenny McCulloch is keen to leave her mark on the social housing sector and loves the opportunity to marry the creation and development of innovative products with her desire to make a real difference to the world!

Housing Partners develops businesscritical technology solutions for the social housing sector. Driven by a sincere ambition to make the world a better place, we want to make it fundamentally easier for those living and working in the social housing sector to achieve their goals.



infrastructure



This presentation will provide an insight into the first few months of entering the world of social housing. What are the challenges an IT function faces in how we can provide a digital journey for our staff and tenants? Can we take inspiration from other sectors in considering omni-channel digital access?

Marc Slack began his career at TNT Logistics (as was) and eventually submitted to the calling of a career in IT. He left the logistics & distribution sector to join Interserve where he became the IT director of its construction division. He joined Midland Heart as its head of ICT in July 2014.

Midland Heart is one of the largest housing and care organisations in the UK.

Our work involves supporting those who need help to live independently, assisting in regenerating communities and helping an individual to discover their own abilities. just as much as it involves providing and maintaining homes for more than 70,000

We own and manage more than 32,000 homes across 54 local authority areas and invest over £100 million each year in our neighbourhoods. We transform lives and communities through housing care and

### WEDNESDAY | 1400 | EXETER

### MIDLAND HEART

Understanding the customer journey in the eyes of an industry 'newbie

Marc Slack, Head of ICT



### THURSDAY | 1100 | LINCOLN

### NORTHGATE PUBLIC SERVICES

Challenges to the UK housing sector

Glen Lewis, UK Housing Sector Manager

The global economic crisis coupled with the shift from subsidised to self-financing models and the lack of housing supply has created fundamental changes in the UK housing eco-system. When we also consider that housing is intrinsically linked to almost every major area of government policy, we ask 'what are housing providers doing differently now and how do they address these challenges?'

Glen Lewis has worked in the social housing sector for over 20 years. He has worked for Northgate Public Services for two years as its UK sector manager, with a wealth of industry understanding and insight into social housing matters

Glen is also a member of the CIH and a board director for a registered provider in the North of England.

Northgate Public Services is a software and outsourcing business that helps housing providers to transform productivity and deliver better services to tenants. Other customers include local authorities, the police and emergency services, hospitals, transport bodies, utilities and government departments.





WELCOME TO THE

## Internet of Everything

Every day, the Internet of Everything grows exponentially. Millions of devices and people are connecting, developing ideas and solutions that are the first of their kind. But these firsts are only truly interesting for the lasts they create. The last traffic jam. The last product recall.

The last blackout. These are what motivate us, because we know big things are never achieved by thinking small. And those big things start here and now.

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### WEDNESDAY | 1400 | LINCOLN

#### **ORBIT GROUP**

Housing goes digital: the right kit... or the right culture? Boris Worrall, Executive Director of Futures

As housing providers grapple with social media, the expectations of a growing cohort of 'generation Y' staff and a customer base increasingly used to banking and shopping online, how do we respond to the digital challenges of tomorrow? And is it more about the way we think, and less about having the latest Boris Worrall is executive director of futures at Orbit Group where he is responsible for business planning, sustainability, strategic community investment, policy, research, communications, external affairs, and group performance.

He has worked in housing for seven years after a career in criminal justice for the Home Office. He began his career as a journalist.

Boris is a board member of the Housing Action Charitable Trust and deputy chair of the National Housing Federation's Midlands region committee

In his spare time, Boris enjoys surfing and keeping chickens

Orbit is one of the largest housing providers in the country. We are passionate about building communities by providing homes and services that people want and need.

We provide 38,000 homes in the Midlands. East and South East. We are committed to value for money in everything we do.





### WEDNESDAY | 1400 | PEMBROKE

#### **ORCHARD**

What next for the key vendors in the housing sector? Aidan Dunphy, Head of Product Strategy

Orchard recently commissioned research involving interviews with a wide range of housing providers, including their views on IT solution provision in the housing sector. The topics included cloud, hosting, SaaS, procurement and an assessment of the . main IT vendors. Orchard's head of product strategy Aidan Dunphy will present the findings from the research and how they could affect the position of key vendors

Aidan Dunphy is the head of product strategy for Orchard Information Systems, bridging the commercial and technical divide. With 17 years' experience in the sector, Aidan drives Orchard's product strategy, responding to emerging needs and opportunities in the sector and ensuring that Orchard's products are developed and communicated in the most effective way.

We are Orchard, the UK's leading independent provider of specialist software solutions to the public and social housing sectors - but our expertise is just the tip of the icebera.

Continual investment in our products, people and culture ensures that innovation and customer experience are two of the cornerstones on which our business and its success are built.

And with over 30 years' experience in the public sector, we certainly know a thing or two







How Origin took its digital strategy to a new level: find out how Origin procured and implemented a new content management system to drive the personalisation of content to enrich tenants' digital experience, rather than simply building a new website

Mark Lordon leads the IT and office services departments in an award-winning housing group. He has substantial experience of leading large departments to deliver business transformation through driving change programmes and technology projects.

Julie Humphreys is a marketing and communications professional with extensive experience in both the public and private sectors, and she strives to put good communications at the heart of the organisation.

Origin Housing is a provider of affordable housing, care and support services in London and Hertfordshire. We own and manage over 6,000 homes, have a turnover of over £45 million and aim to provide great homes and build strong communities.

### WEDNESDAY | 1200 | LIBRARY

### **ORIGIN HOUSING**

Digital personal development

Mark Lordon, Assistant Director of IT & Office Services Julie Humphreys, Head of Communications







officers? Hear about the challenges and the solutions to get an entire workforce engaged and out of the office to deliver all the services they can on the doorstep of nearly 5,000 homes across some of the

Simon Penaluna has worked at Peaks Can repairs operatives be the new housing & Plains Housing since 2006 and in the management of ICT teams in housing since 1999, developing and implementing multiple strategies including web, software and digital inclusion. most rural areas of the country.

Highlights came in 2013 when Peaks & Plains ICT team won a coveted 'Housing Heroes' award, and in 2014 won 'Most Innovative Software' at the Housing Innovations Awards.

Neil Bancroft has spent the last six years working at Peaks & Plains. With a sound commercial background and qualifications in Lean thinking and ISO Auditor training, he has translated ideas into innovative systems which have generated efficiencies and improved outputs across Peaks & Plains' services.

Peaks & Plains Housing Trust is based in Cheshire. It owns and manages 5,000 homes in a mix of urban and rural settings. The trust is committed to improving people's lives and making a real difference to the communities it serves.

It has won a range of local and national awards, including coming 21st in the Times 'Top 100 Best Companies' survey in 2014.

### WEDNESDAY | 1500 | LIBRARY

### PEAKS AND PLAINS HOUSING

Bringing services direct to your tenants: streamlining and digitising housing services

Simon Penaluna, Assistant Director of IT Neil Bancroft, Service Improvement Manager





### The future of Housing Management Software is in your hands!

Civica Housing Cx is a true web enabled solution making it accessible on any device from any location. Mobile working supporting an agile and responsive team just got easier.

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THURSDAY | 1500 | UNIVERSITY

### **RCT HOMES**

Mobile working: a new approach

Lisa Balfe, Service Transformation Programme Manager Adrian Barber, Housing Repairs Director

RCT Homes has been developing an exciting new product with Housing Insight. We have taken a totally fresh view of mobile working. Instead of one task per operative, we have turned the whole process on its head. We are looking at more efficient use of resources. If someone is at one of our properties, the system will look for what work they can undertake based on the skills they have.

With over 17 years working in housing, Lisa Balfe is responsible for driving and coordinating the implementation of RCT Homes' service transformation programme, with a focus on developing innovative projects to support new ways of working and the delivery of excellent customer-focused services within housing.

Adrian Barber is an established housing consultant and interim senior manager, with substantial experience in strategic and operational management. Adrian has particular strengths in housing service reviews and change management.

RCT Homes is a community mutual housing organisation based in South Wales. We own and manage over 10,000 homes throughout Rhondda Cynon Taf, providing social housing for single people, families and older tenants.





WEDNESDAY | 1200 | PEMBROKE



As a relatively young but ambitious housing provider, Red Kite Community Housing has set out to deliver modern, seamless services in a typically traditional sector, by designing them with its tenants.

> Having recently awarded its IT service contract to a new supplier, Red Kite talk about its exciting vision for the future and how its journey promises to challenge the 'norm' and open up avenues that make the best use of new technologies

Not the typical resources director, not an IT technical expert and not someone who accepts the way things have always been done. Neil Venables is an accountant, an economics graduate and is currently completing an MBA on the theme of 'wouldn't it be great if we could ban budgets?". He has spent the past 25 years in the social housing sector.

With a healthy disregard for the impossible, Helen Anderson takes an energetic, creative yet commercial approach to technology and innovation. A science graduate, her career path took a completely different route spending over 20 years in global retailing, pioneering under-developed markets in Asia, Pacific and South America.

Sovereign focuses on providing functional and strategic IT services and business solutions to enable positive change. With its service expansion into complementary solutions, such as data centre and unified communications. Sovereign can continue to offer independent 'one stop shop' support to its clients.

Red Kite is a new tenant-led, not-forprofit, charitable housing organisation. We manage around 6,600 properties which were transferred from Wycombe District Council in December 2011.



creativity and wise investments

Helen Anderson, Head of Innovation Neil Venables, Resources Director

**K**Rooftop

### THURSDAY | 1200 | PEMBROKE

### ROOFTOP HOUSING GROUP

Pulling the plug on offline services (and how to do it)

Barry Cooke, Communications Manager

How far are we prepared to go in pulling the plug on offline services? Do we wait for our tenants to catch up with technology? Do we encourage and entice them, or can we actually force them to access our services via the web?

Rooftop now has 40 per cent of its households registered via our website to take advantage of our online services. Find out how we've managed to do this, and what we're planning to do to double it in the next five years.

Barry is an experienced, creative and motivational communications manager and has spent the past seven years working for an award-winning housing association

This has enabled him to build on 14 years' previous experience in a range of PR and media roles, during which time he has developed skills in writing, editing and producing an array of printed and online

Barry is responsible for all the customerfacing aspects of the Rooftop website and also the company intranet, both of which have recently undergone major upgrades.

Rooftop Housing Group began life in 1993 following the stock transfer of 4,000 homes from Wychavon District Council. The group now owns and manages more than 6,200 properties, mainly in Worcestershire and Gloucestershire but also as far afield as Shropshire and Somerset.

Rooftop was awarded Social Landlord of the Year at the Housing Excellence Awards 2014. It also has Investors in People's Gold and Customer Service Excellence accreditations.





Use of data allows tenant insights and external and partner information to drive and inform our work with tenants, communities and neighbourhoods

Using data in this way gives us a greater understanding of our communities and tenants' requirements through mapping and profiling. In this way, we support delivery, target resources and evidence outcomes. It can provide a driver for partnership working with health, education, police and others. We can demonstrate the difference we have made and our return on investment.

Sue Groom was appointed neighbourhood & community services director of Severnside Housing in July 2006. She is a Fellow of the Chartered Institute of Housing with over 30 years' experience working in the sector

Before joining Severnside, Sue worked as a consultant for HQN for four years.

A not-for-profit local housing company, Severnside Housing is committed to making a positive difference by providing excellent affordable housing and services to support the customers who live in its homes



### SEVERNSIDE HOUSING

Making targeted investments in housing services using better data

Sue Groom, Neighbourhood & Community Services Director



### Making rent collection easier

With the introduction of universal credit and the bedroom tax, the difficult task of collecting rent has become even tougher for social landlords in recent years. With Call2**Collect**, you can turn outbound calling activity into inbound action.

Call2**Collect** can be configured to contact tenants when payments have beer missed, sending an interactive request for payment that allows tenants to connect to an adviser via the touch of a button and make arrangements to pay their rent. This automation helps to cut the amount of time your teams spend chasing payment and make the whole collection process both more efficient and effective.

### Call2**Collect** will help you:

- Collect more income in less time
- Reduce cost-per-contact
- · Accelerate resolution
- Deliver better results using fewer advisers

Call us on 0161 259 1122 or visit us at www.housingcontact.co.uk









### THURSDAY | 1100 | PEMBROKE

### SITS GROUP & TRIDENT SOCIAL INVESTMENT GROUP

Your journey to the utopian private cloud

WEDNESDAY | 1500 | EXETER

A commercial approach to social housing

Chris Deery, Head of ICT

SOLIHULL COMMUNITY HOUSING

Phil Cambers, Commercial Director, SITS Group Manpreet Singh, ICT Manager, Trident Social Investment Group

Modern housing providers must be incredibly agile in order to meet the demands of running their businesses. Legislation and ways of working change, and expectations around system availability and uptime have never been higher, and IT has to be there ready to react almost 24 hours/day, seven days/week.

Join SITS Group and learn how they can help make your IT infrastructure meet and exceed those expectations. You will also hear from Trident Social Investment Group for whom we've helped make their own cloud infrastructure as highly performant and agile as possible.

Co-founder and commercial director of virtualisation consultancy SITS Group, Phil Cambers is a veteran virtualisation expert and has seen the way virtualisation has transformed the way IT infrastructures are deployed, managed, protected and accessed over the last 10 years

Manpreet Singh has been in Trident's ICT team for seven years and has been instrumental in making IT an integral part of the housing provider's business.

SITS Group was formed in 2008 to focus on what was then the growing area of infrastructure virtualisation. Over the last six years, it has grown to become a multiaward winning consultancy with customers spanning multiple vertical markets over the UK and beyond

It represents the epitome of being a specialist and its customer success rate is testament to SITS Group's dedication and professionalism.

Trident Social Investment Group is an award-winning company that delivers services to around 6,000 people in 3,500





This eclectic presentation will look at the issues around helping tenants by sharing payment data and the Rental Exchange project

> The presentation will also look at the risks and opportunities of developing a more commercial approach to housing and how any profits generated can be used to support the wider community; for example, the practical, cultural and political issues around selling a repairs service to staff and members of the general public. The presentation will also touch on the barriers to increasing the use of online services

In 2006, Chris Deery started work as the head of information technology and communication at Solihull Community Housing. In 2007, he began exploring how IT could improve the live chances of tenants in social housing and received a Beacon Award for digital inclusion in March 2009.

Chris is also a tutor and consultant for the Open University and is an independent board member at Northampton Partnership Homes. Solihull Community Housing is an ALMO set up in 2004 to run housing services on behalf of Solihull Council. We look after around 10,500 properties and provide large number of services not traditionally supplied by social landlords

Our core purposes are providing homes to be proud of and helping people change their lives for the better. Our vision is to put our customers first, be forward-thinking and pursue opportunities for growth.





Housing Group

### THURSDAY | 1400 | EXETER

### SOUTHERN HOUSING GROUP

Social housing 2.0

Kevin Connell, IT Director

We are in a time of radical change for social housing, characterised by innovative responses from some housing providers. As budget pressures grow, the need for housing providers to maximise efficiency continues and opportunities exist to contemplate a more fundamental rethink of the ways to do business: the same applies to IT departments. This presentation will look at some of the opportunities and the need for new ways of thinking.

Kevin Connell is a highly-experienced CIO and IT Director, with a strong focus on strategy, customer service and maximising resources. He partners with senior business leaders to provide innovative solutions that deliver tangible business benefits aligned to business strategy

He is accountable for all IT services at Southern Housing including: development of IT strategy and ensuring that IT services are fully aligned to business outcomes; leading and managing an IT function that delivers high standards of services; ensuring that IT services are customer focused; supporting business projects with IT requirements; and ensuring that the IT needs of the business are met in delivering project objectives.

Southern Housing Group was established in 1901 and owns and manages more than 28,000 homes in London and the South East of England. We provide housing for over 67,000 tenants, offering a range of housing options for rent and home ownership.





### WEDNESDAY | 1100 | LINCOLN

### THAMES VALLEY HOUSING **ASSOCIATION**

Delivering services digitally

Jayne Hilditch, Corporate Services Director

Our vision for the future of customer service delivery is 'digital by design' (rather than default). And we've built a web platform to do just that; we call it MvTVH. It's a fully responsive design. so works well on all smartphones, and covers all of a housing provider's core transactional services. We'd love to share our experiences: how we built it, what's worked, and what hasn't,

Jayne Hilditch is passionate about the axis where people and technology meet. A geek and proud of it, she has spent 20 years doing serious big jobs in social housing, and three years managing a technology & media business.

Thames Valley Housing Association is a medium-sized housing association based in South-West London. We have 14,500 homes across the Thames Valley, comprising traditional rented housing, shared ownership, key worker and student accommodation

In order to generate a profit to help fund our social purpose, we also have a market rent business called Fizzy and a joint venture to build housing for sale.

# How can you manage your business successfully if you don't know exactly who is living in your homes?

### You can't. Make 2015 the year you find out.

Universal Credit is on its way, putting rent revenue at risk and meaning that thousands of individual direct debits need setting up.

### Don't know where to start?

### Don't worry, we do.

Our unique profiling tool, **Who's Home**, will help you to quickly identify exactly who is living in your homes. This will allow you to to...

- Build a clean set of up-to-date data
- Allocate your resources more effectively
- Protect your income
- Identify financially vulnerable tenants











THURSDAY | 1500 | LINCOLN

#### TRAFFORD HOUSING TRUST

IT projects vs. business improvement: moving from legacy to 21st-century HMS

Alyson Heald, Service Improver: Business Intelligence Louise Cope, Head of ICT

Trafford Housing Trust successfully implemented an integrated housing system in approximately nine months, replacing four legacy systems in one 'big-bang' project, and realised significant business benefits.

This was followed by a review of system utilisation and a plan to further develop functionality, with a focus on moving the culture from IT-led implementations to business-led improvement projects. The discussion will cover learnings from the initial project and how they were addressed for future working.

Alyson Heald is a social housing professional with 10 years' experience working in a range of functions including anti-social behaviour, equality & diversity, project management and service improvement.

Louise Cope is an IT professional with 18 years' experience working in social housing, leading large, multi-skilled ICT teams as well as performance and business improvement teams. She has led numerous large business changes and system implementations at a number of housing providers.

Trafford Housing Trust is an independent housing company with around 9,000 high-quality, affordable homes in the Trafford area of Manchester. The trust is a 'profit-for-purpose' organisation, striving for a society transformed, free from poverty, inequality and injustice.





THURSDAY | 1400 | LIBRARY

### TRIDENT SOCIAL INVESTMENT GROUP

Digital inclusion: leaving no one behind

Ed Reed, Head of ICT Philip Bowen, Digital Inclusion Coordinator An overview of Trident's approach to engaging and supporting vulnerable people in the digital age, while building the infrastructure for future communications and business efficiency. It covers moving from strategy to implementation, plus infrastructure, support and training as vital elements to a successful programme of change.

Ed Reed is a management systems and project management specialist with over 16 years' experience of development projects. He is currently group head of ICT for Trident Social Investment Group and he is also a board member for the ChangesUK charity.

Philip Bowen is an IT professional with over 13 years' graphics, audio-visual, project management and teaching experience. He is currently the digital inclusion coordinator for Trident Social Investment Group.

Trident Social Investment Group provides homes to 6,000 people across the Midlands, many of whom are the most vulnerable.

The group includes housing associations, charities and social enterprises, placing a social investment ethos and collaborative community working at its core.





### WEDNESDAY | 1100 | EXETER

### VIRIDIAN HOUSING

Digital innovation in housing

Ed Wallace, Research & Innovation Manager

Viridian Housing has been working hard to develop a range of digital solutions that will help it address some of the challenges facing its tenants and the organisation. Ed Wallace will cover a number of examples, ranging from practical projects such as its award-winning digital inclusion service, an affordability assessment tool that ensures all new tenancies are set up to succeed, and a data hub that is being developed to help front-line staff work more effectively with tenants in the community.

He will also talk about Viridian's new MoveMaker app, recently selected as one of three finalists in Nesta and the Open Data Institute's Housing Open Data Challenge. The app uses functionality from popular dating apps to make it really, really easy for tenants to swap their homes.

Ed Wallace manages Viridian's awardwinning research and innovation team. The team were set up two years ago to help Viridian rethink its approach to service delivery.

Their work initially focused on developing Viridian's social impact agenda, but increasingly they are looking at how they can transform some of the association's core services. The team want to demonstrate to customers and the wider social housing sector that it is possible to provide better services through innovative, elegantly designed solutions.

Viridian Housing has 16,000 properties in London, the South East and the Midlands.

Viridian will shortly be entering a partnership with Asra Housing Group to form VA Housing; the new organisation will have 30,000 homes.





### THURSDAY | 1100 | LIBRARY

WAKEFIELD & DISTRICT HOUSING

Creating the 'connected estate'

Geoff Kirk, Service Director for Business Systems

Hear how Wakefield & District Housing is wirelessly connecting our 12 offices, 45 independent living schemes and 31,000 homes. This network will provide better and cheaper business connectivity, give our 450 mobile workers direct access to corporate systems and data, and offer free internet access for all tenants.

Working with our key IT suppliers, we're now exploring how to create our own Internet of Things (IoT) to transform how WDH does business. Geoff Kirk leads the IT, planning and performance, and business change teams at Wakefield & District Housing. Over the past four years, he has led major projects in mobile working, CRM and VDI, and is now developing the housing provider's strategic plans for 2020.

Wakefield & District Housing is one of the UK's largest social housing providers, managing 31,000 properties across the Wakefield district.

Wakefield & District Housing was named 'Landlord of the Year' in the 2013 UK Housing Awards, and received the 2013 European Excellence Award for 'adding value for customers'







We work with over 150 providers across three continents. Our Enterprise Housing solutions improve customer experience, support business development and the future growth of your organisation.

Helping you to deliver a mixed range of services from housing management to care and support and beyond to the right people at the right time. By providing a single view of your customers we will also support your organisations drive for value for money and increased business governance.

By providing the right analysis of the changing needs of families and employees your organisation can plan effectively for the future.

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### THURSDAY | 1100 | UNIVERSITY

### WALES & WEST HOUSING

Building a new housing management system from scratch

Richard Troote, Head of ICT

Housing providers are increasing finding that their traditional housing management systems don't provide them with the flexible and adaptable platform that they need.

This presentation provides a case study of meeting that challenge head on, by working in an Agile way to deliver an evolving, flexible and device-neutral system in line with the demands of the business.

Richard Troote has over 10 years' experience as a head of ICT in the housing sector and is chair of the CHC IT network representing IT professionals in Wales.

He was previously a director of SPriNT Supporting People Software and has 18 years' experience with the Civil Service and British Airways. He is also an associate lecturer with the Open University. Wales & West Housing has 9,600 properties across Wales providing quality, affordable homes for more than 17,000 people.

Established in 1965, Wales & West employs 350 people and works in 12 local authorities. Its current £138 million building programme will deliver 600 new homes within the next five years.





### THURSDAY | 1200 | LIBRARY

### WHEATLEY GROUP

Connecting the unconnected

Graeme Hamilton, Innovation & Online Services Manager Wheatley Group has been piloting the use of digital connectivity in a high-rise block in an effort to help tenants break through the barrier of digital exclusion.

Drawing on the experience of the past 12 months, Graeme Hamilton will explore the lessons learned, the potential of an effective business case and the drive by the group staff and tenants to put online services at the heart of the future customer experience.

With over 30 years' experience in the housing sector, Graeme Hamilton has been representing the business users in the development of a new CRM platform for the Wheatley Group, which now comprises nine subsidiary companies and a presence in 12 local authority areas across Scotland.

The next stage of that work is to develop effective online transactional services for customers across the group and to excel in the drive to change business practices for the benefit of customers and communities.

Wheatley Group is Scotland's leading housing, care and community regeneration group, comprising four social landlords, a care organisation and two commercial subsidiaries.

The group spans 12 local authority areas across central Scotland, providing homes and award-winning services to over 100,000 people.





### THURSDAY | 1400 | PEMBROKE

### WM HOUSING GROUP

The journey to IT and housing excellence

Angus Groom, Director of Corporate Services

WM Housing's 'journey to excellence' programme, first covered during the Housing Technology 2012 conference, sets out to radically overhaul our housing systems and at the same time change our culture to provide even more focus on our tenants

A story heard a thousand times? Well, probably, but for us this means tackling the culture, processes and systems of four previously independent organisations, each serving a different group of tenants. Hear about how we have brought these disparate parts together under a single vision which makes a leap forward in using technology and defining a new culture to achieve a fundamental shift in attitude and working practices.

Angus Groom has been responsible for the WM Housing's corporate services for 12 years. He is the programme sponsor for the group's Journey to Excellence (J2e.) programme, delivering a vision to transform the way services are delivered to customers. WM Housing Group has grown into one of the largest social housing businesses in the West Midlands, owning and managing around 30,000 homes.

The group comprises four subsidiary associations: Optima Community Association, West Mercia Homes, Family Housing Association (Birmingham) and Whitefriars Housing.







4th and 5th March 2015



### 1ST TOUCH

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Providing mobile solutions to over 120 social housing landlords, 1st Touch is helping over 15,000 workers help their organisations to reduce costs, increase productivity and improve customer service levels by delivering measurable efficiencies that optimise the mobile workforce.

As the UK's leading enterprise mobile workforce software developer, we deliver innovative solutions for social housing, property services and local government, driving significant value to both our clients and their residents in cashable efficiencies, productivity and service levels.

The software, which is widely acclaimed for delivering significant workforce productivity benefits, is currently setting industry standards with its ground-breaking customer self-service systems, which allow customers to request services including repairs, housing officer visits and estate inspections.

Our feature-rich specialist solution covers multiple areas for mobile workforce automation, including: property services, tenancy services, estate management and supporting people.

Supporting multi-platform, multi-device and delivering seamless integration with all back-

office systems, 1st Touch provides well-proven applications enabling the complete transformation of existing paper-based working models into dynamic, flexible and efficient mobile working solutions.

1st Touch Mobile delivers clear and unique benefits: reduced costs to organisations through minimised airtime; flexibility through simple customer control over forms creation and amendment; and integration to multiple back office and other enterprise software applications, reducing data input to a single entry.

The software also helps numerous social housing providers to help their tenants combat the challenges of welfare reform. It does this by enabling housing officers to have all the tools required when they meet tenants to help them raise extra income. This can range from identifying unclaimed benefits to recognising training and employment opportunities.

Many social housing providers and local authorities, at large, now benefit from the fast and tangible, best-of-breed value that 1st Touch mobile technology delivers to the enterprise.



### **AAREON**

TELEPHONE 02476 323 723

EMAIL uk.bids@aareon.com

CONTACT
Ian Lockwood or Chris Harvey

WEB www.aareon.co.uk

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LINKEDIN Aareon UK Aareon are 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 UK housing sector, both today and in the future.

### The Aareon QL Enterprise-Wide Solution

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 offers you an enterprise-wide solution including housing, financials, HR, reporting, asset management, contact management, the iHousing tenant portal, EDRMS and mobile working.

For further information or to book a demonstration, call 02476 323 723, email uk.bids@aareon.com or visit www.aareon.co.uk.



# VMware's #1 Partner 2013 - 2015 SMB

We have recently worked with SITS Group on a server virtualisation and storage project which has given the business a solid platform to build on.

They helped us build the business case by performing a capacity planning exercise which didn't just focus on the technology, but also helped show the other benefits of virtualisation such as lower operating costs as well as a smaller CO2 and energy footprint.

Manpreet Singh
ICT Manager
Trident Housing



SITS Group's technical awareness and willingness to work with our proposed solution quickly became apparent and has been demonstrated throughout this project. The Virtual Desktop Infrastructure has certainly delivered in all the areas we requested, however two solution highlights are the reduced number of support incidents to the end point and how seamlessly our users can now move between each of our sites.

John Sammons Technical Manager Isos Housing



SITS Group were engaged to help us with our virtualisation strategy. Our previous experience with Microsoft Hyper-V had made us hesitant in proceeding with the migration of our core servers. However, SITS' knowledge and track record with VMware won us over and we've never looked back...

This project has allowed us to make significant savings in energy consumption and cooling requirements as well as providing an excellent disaster recovery model to ensure continuity of business operations for the Group.

Gary Hind IT Manager Bernica Group



















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At Axonex, we deliver innovative solutions that enable our clients to reduce IT complexity and operating costs, and to increase management capabilities, resulting in enhanced business agility and growth.

We're proud of the unrivalled knowledge that we hold across our key areas of expertise – unified communications, data centre, security and network infrastructure – and of our extensive range of specialist accreditations. We partner only with the sector's best-of-breed vendors, such as Cisco, EMC, Enghouse, NetApp, Nimble Storage and VMware.



**BANCTEC** 

TELEPHONE 01753 778 888

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@mysocialvision, @banctecuk

LINKEDIN BancTec BancTec works with social housing organisations to improve information sharing and better align IT and housing management systems to deliver effective tenant services.

Winning 'Best Implementation of Technology' at last year's North-West Contact Centre Awards, New Charter are demonstrating its contact centre solution designed by New Charter and developed by BancTec.

BancTec's tailored solutions include: increasing customer insight to drive improvements in service delivery; improving staff collaboration and decision-making for superior first contact resolution; optimising customer communications by making full use of digital and self-service channels; and bringing together all sources of information to create a single view of the customer.

### **CAPITA**

CAPITA

TELEPHONE 0870 1631 800

**EMAIL** 

cssenquiries@capita.co.uk

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LINKEDIN linkedin.com/in/ capitasoftwareservices Capita is the leading supplier of integrated housing management systems within the social housing sector, with over 220 customers across the UK.

Whether you are responsible for a few hundred properties or many thousands, Capita's scalable, feature-rich housing management solution is designed to meet your needs, all within one system and with all the expertise and support you'd expect from Capita.

Our social housing management modules incorporate:

- · Customer relationship and contact management
- Repairs and asset management
- · Finance management
- · Integrated workflow
- · Mobile working
- · Reporting and data management
- · Electronic document management
- Payment management
- · Self-service solutions
- · Smartphone apps ... and more

### The right tool for the job

Capita's total housing solution is built on a foundation of understanding what you and your users need to get the job done efficiently and

effectively. We work with our customers to ensure their customers and staff have the right tool for the job, in the right place, and with the most appropriate interface for the task at hand.

### Be sure to join us

Don't miss Capita's Stewart Davison speaking at 11am on 4 March on "Smart asset management: how ready are you for the 'Internet of Things', the interconnectivity revolution that could change the way you manage your assets forever?"

This session is designed to consider practical cases and the business benefits of the Internet of Things, as well as lift the lid on some exploratory goings-on at Capita!



CASTLETON TECHNOLOGY (DOCUMOTIVE & MONTAL)

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Castleton Technology Plc is a focused provider of IT solutions & services, software and consultancy to the social housing sector. Castleton Technology comprises Documotive (software providers) and Montal (IT services, solutions & consultancy); both organisations will be present on the stand.

Montal has provided outstanding IT services, solutions, consultancy and support to the social housing sector since 1985.

Our extensive customer-centric portfolio and sector expertise ensure our customers have the best ICT systems and support available. Montal pioneered DI solutions in the housing sector and has helped numerous organisations to develop effective DI strategies and deliver workable DI solutions to their customers.

Our IT services & solutions include: sector-leading IT consultancy, system design and installation, remote helpdesk & site-based support, disaster recovery & business continuity, digital inclusion, mobility, hardware and software procurement, licensing advice, SharePoint services, desktop transformation and other related services. This expertise is enhanced with business process

solutions, web design and computer telephony integration.

Documotive was established in 2007 to deliver electronic document and records management (EDRM) solutions for the social housing sector.

Our company ethos is to work collaboratively with our customers to deliver the very best solutions using the latest technology. We will help you to drive efficiencies, improve control and visibility, reduce costs, and improve customer service.

We are passionate about what we do and our team has a wealth of knowledge and experience that is unrivalled and is drawn from working in the sector for many years.

Our product portfolio has evolved to include Agile working, CRM, purchase-to-pay, business intelligence and ASB management. All our solutions are available on any mobile device and have the same functionality as the desktop versions, making life for field-based teams easier than ever before.

We LOVE IT in Housing!



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Only Cisco helps you make the most of tomorrow's opportunities, by proving that amazing things can happen when you connect the previously unconnected.

We don't just dream it. We do it.

### civica

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A strong and trusted partner with a flexible approach, Civica is a market leader in specialist systems and business process services for the public sector.

We provide a complete IT-based foundation to help organisations deliver more productive tenant services. With over 200 successful implementations of housing management solutions, we've grown from a supplier of simple housing transactional systems to the provider of corporate-wide service delivery solutions, offering service improvements, value for money and cost savings for our users. Also, with the advent of Cx, we're leading the way in the sector with next-generation technology.

Civica Cx is a new cloud-based solution and the first fully web-enabled housing management system. Not only does it help housing organisations adapt to the changing housing market, but it also caters for the demands of welfare reform and mobile working, putting the resident at the heart of service delivery and allowing services to be tailored to their needs.

Our integrated housing repairs management solution, Servitor, is designed for customers and contractors and improves the efficiency of responsive, planned and cyclical works. Servitor can be used to manage a variety of tasks, from building repairs to highways and grounds maintenance and even refuse collections.

The latest addition to the Civica family is Keystone, a market-leading asset management solution which supports social housing landlords in planning and managing the maintenance of their stock.

Visit us on our stand to discuss how Civica's housing solutions can transform the way you work.





### **HOUSING CONTACT**

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Housing Contact is a division of Voicescape Limited, the voice communications specialists. We understand the unique challenges that housing associations and landlords face and have created a range of products to help make tenant contact simpler, faster and smarter.

To do that we have developed a range of communication modules that sit on our cloud-based managed service platform – Call2Service. They help streamline the communication requirements between social landlords and their tenants, by making telephone calls to deliver recorded messages. This makes it very straight forward to provide them in a range of languages to cater for tenant diversity. The key services being adopted by a number of social landlords are Call2Collect and Call2Survey.

Call2Collect is designed to connect your income team with any tenant who has fallen into arrears, by making systematic outbound calls. The objective is to remove the drudge and cost of outbound calling from your employees and instead ensure that whenever they pick up the phone, there is a tenant waiting to resolve their arrears issues.

Call2Survey is currently being used for everything from monitoring contractor performance on repairs & maintenance by speaking to every single tenant who has had some work done, to measuring first-call resolution by customer service agents in contact centres, by talking to randomly-generated lists of tenants who have called that day.

The calls can be process-driven or one-off campaigns, wherever there is a need to initiate direct contact with your customers in a time-critical way requiring an immediate response. They are also designed to collect feedback centrally, where it can be used to maximum operational effect.

We are also fully compliant with industry regulators Ofcom and registered under the Data Protection Act, so you can rest assured you are in safe hands

### housingpartners

**HOUSING PARTNERS** 

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LINKEDIN www.linkedin.com/company/ housing-partners-ltd Based in Worcester, Housing Partners is a marketleading software business working exclusively with the social housing sector. We have a clear vision to genuinely improve the lives of people in social housing, including those living in council or housing association properties, and the landlords that serve them. Providing the insight that will help the sector to develop and adapt to its challenges will be key.

Housing Partners is best known for its HomeSwapper mutual exchange service, which is the leading platform for social housing tenants who want to swap homes in the UK. On average, we oversee more than 25,000 swaps per year, with tenants moving for a variety of reasons, from moving closer to family or work, or just for a larger or smaller property.

The company also runs the industry-wide Big Tenant Survey, which in its inaugural year in 2014 saw 61,000 responses from more than 1,400 UK landlords. The survey looks at areas including tenant satisfaction with their landlord and their community, as well as their understanding of key changes to government policy.

Under the stewardship of chief executive Richard Blundell, who took up the role in May 2013, the company's most recent focus has been on the development of Who's Home, a secure cloudbased profiling service that allows you to quickly identify the occupants of every property you manage.

The system searches national registers, credit reference agencies and other reliable sources to compile a full profile on the occupants of your properties, highlighting issues that require action. Uniquely, it also searches the 1.1 million HomeSwapper records for further information of value that can be added. Housing Partners has worked in close consultation with landlords from the sector to develop Who's Home and now supports over 20 landlords in using the service.



NORTHGATE PUBLIC SERVICES

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We help organisations around the world to deliver outstanding public services.

From government departments to police forces and from local councils to housing providers and hospitals, we have an unparalleled understanding of the challenges public services face as well as the ever-changing needs of the people who rely on them.

We combine this expertise with innovative technologies and flexible service models to help organisations of all sizes achieve more.

Our work helps to ensure that families get better housing; communities are kept safe; vulnerable people are protected from harm; patients stay healthy; transport runs smoothly; emergency services get to people faster; and those who need financial support get it fast.

Every day, we make a difference to people's lives.

### The housing challenge

There is an increasing struggle to provide adequate housing for people across a variety of incomes. A growing mismatch between supply and demand, and between cost and income, is piling the pressure on governments, housing providers and families alike.

Facing growing financial pressures, housing providers are innovating to maximise the value of their assets, fund more affordable housing, deliver extended services or provide alternative options coupled with improved service delivery to their customers.

#### What we do

For over a decade, our purpose-built housing software and consultancy has helped organisations to get greater value from their assets and deliver better services to residents. Our software can also support organisations when delivering additional services to clients, such as care and support.

We work with over 150 housing providers across three continents helping to speed up repairs, match people with properties quickly, maximise income, deliver appropriate services to the right people, and make it easier for residents to connect with you.

Our flexible software and experienced consultancy teams help to provide the right analysis of the changing needs of families and employees so that organisations can plan effectively for the future.



**ORCHARD** 

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TWITTER @orchardsystems With over 35 years' experience we are Orchard, the UK's leading independent provider of specialist software solutions to the public and social housing sectors – but our expertise is just the tip of the iceberg. Continual investment in our products, people and culture ensures that innovation and customer experience are two of the cornerstones on which our business, and its success, is built.

Our philosophy is one of hard work, integrity and reliability, both in our solutions and in the way we conduct our business. With our welcoming approach, we listen intently to customers' needs, establish connections and develop a unique, flexible working relationship.

In a world increasingly dominated by electronic communications, ecommerce and impersonal service, a company like Orchard still takes the personal approach. We've set strong guiding philosophies about the way we do business. Along with our agile solutions, we have developed an identity of which our staff and customers can be proud.

What can Orchard do for you? Simply put – we can make it easier for you to manage your business.

Orchard Housing is an easytouse software application, giving social housing organisations a multifunctional, comprehensive and uptodate management system in which daily tasks can be carried out more simply, efficiently and quickly.

We remain as dedicated as we have always been to providing agile and effective solutions – while our hunger for innovation grows. We are always open to new ideas, fresh thinking and imagination.





SITS GROUP

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At SITS Group we believe in a few simple fundamentals: do the right thing; deliver the best solution possible; and always keep an eye on the future. By sticking to these basic tenets, we have built a strong and happy customer base and we help to provide insight into how the IT industry and technology is shaping up for the coming years. As we all know, it never stands still.

Our clients approach us looking for flexible and versatile cloud solutions for all manner of uses; by listening to their requirements, being fully versed in the core VMware cloud technologies and following our proven methodology, we are able to design and implement the right solution time and time again. This approach has resulted in earning SITS Group the prestigious award of VMware Small Business Partner of the year for an unprecedented two years running. SITS Group is a professional services consultancy and we specialise in gaining the understanding of our clients' requirements and delivering high-quality cloud solutions.

By working with best-in-class vendors such as VMware, Veeam, Nimble, Igel and Liquidware, we are able to craft solutions that meet both immediate requirements but are also easily scalable – a lego building block approach – which is fundamental to any on-premise cloud solution. We have a successful track record of delivering solutions to the housing marketplace, but also have considerable experience in other vertical markets allowing us to bring to you the wealth of our experience in order to give you the best possible service available in the UK today.

We are an example of a true specialist – we do not and never will pretend to be all things to all men – we simply want to be the best at what we do: that is, build the best on-premise/private Cloud solutions for our clients.



SOVEREIGN BUSINESS INTEGRATION GROUP

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All of Sovereign's dedicated housing consultancy team members have worked in the sector previously. Consequently, it brings a deep and broad understanding of day-to-day processes, practices and challenges that are being faced in the sector as well as the expert knowledge that enables a senior management team to achieve its strategic objectives.

Examples of key consultancy engagements include:

- Specification and procurement of replacement systems
- Digital inclusion strategy development
- Development of an IT strategic roadmap
- · Agile working solution design
- Customer access strategy design
- Business improvement programme management
- Best value' review of IT service infrastructure and applications
- $\bullet$  Design and implementation of application workflows
- Software compliance audit

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
- ${\color{red} \bullet} \ {\bf Enterprise-wide\ unified\ communications\ roll-out}$
- 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 communication network
- Commissioning a new head office infrastructure and decommissioning an old one

### EXHIBITOR PROFILES



### ADVANCED BUSINESS SOLUTIONS

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YOUTUBE

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Advanced Business Solutions provide a range of innovative front- and back-office solutions to the housing sector. The Advanced Business Suite offers a range of specific software solutions including financial management, human capital management, CRM, procurement, business intelligence and document management.

Our solutions are designed to help social housing organisations increase productivity and efficiencies through easy to use, highly configurable software. From a front office perspective Advanced's Customer Relationship Management solution for housing (based on Microsoft Dynamics CRM) looks after all resident interactions, from logging repairs and complaints to producing rent statements and processing a range of other tenant enquiries.

The Advanced Business Suite can be deployed in-house or via the cloud in our highly secure, resilient datacentre. So if you are looking to implement one or more solutions to manage your business, then Advanced can help.



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### SAP INNOVATION IN HOUSING

Ciber is a global IT company with 6,500 consultants, and approximately \$1 billion in annual business. Ciber enables housing providers to overcome the challenges that result from the typical siloed landscape of function-specific applications that are not well integrated and do not easily share data.

To meet the challenges of growth and diversification, and of Welfare Reform, Ciber delivers a flexible SAP business platform providing interconnected processes across the whole organisation. With housing-specific functionality in property management, tenancy management, planned and reactive maintenance, asset management and project planning, the solution is fully integrated with a foundation of world-class capabilities for finance, procurement, HR and payroll.

With integral SAP BusinessObjects analytics, reporting and modelling tools in addition to a device-neutral mobility platform, the modern housing provider can optimise the performance of assets, improve the efficiency of front-line services, and enable new working practices to be adopted.

### Integrating business processes, data and a full spectrum of interoperable solutions

- 360° view of properties, tenants, customers, suppliers and employees;
- · Role-based user experience mobile, web, call centre and back office;
- Integrated modelling platform brings guidance and rigour to planning and forecasting;
- Benefit from the scale of SAP development and proven best practices;
- Delivered with Ciber's innovative skills, housing expertise and global SAP capability.



### **EXHIBITOR PROFILES**



Established in 1992, ONI plc is a leading provider of IT solutions and services with over ten years' experience helping the social housing sector on projects such as workforce productivity, operational process improvement, mobile working, and tenant communications and engagement.

With our own tier 3+ data centre facility, we offer a unique blend of cloud, onsite and hybrid solutions having expertise in: core infrastructure, collaboration, enterprise networks, contact centre, data centre and security.

Our highly-accredited and experienced team help transform disparate legacy infrastructure into seamlessly integrated end-to-end solutions in the most cost-effective way. Using a consultative approach, we help plan, design, deploy, support and manage IT infrastructure, no matter where an organisation is on its journey.

We help organisations gain competitive advantage by reducing costs through leaner, less complex IT and create value for their customers through a more agile, productive and collaborative workforce, delivered through an IT infrastructure that meets the needs of today and the future.

Our solutions are underpinned by bespoke support services that relieve IT departments from essential but routine tasks, so they can reallocate valuable resources to the most important aspects of their business.

We are privately owned with a track record of growth and profitability and a reputation of consistently delivering on our promise. Our workforce holds over 400 vendor accreditations, including 10 Cisco CCIEs, across our vendor partners; these include; Cisco, VMware, NetApp, EMC, Veeam, Calabrio, BT Retail, Gamma, Microsoft and Tintri, along with independently assessed ISO 27001, ISO 9001 and IIP certifications.



# BRIDGING THE GAP BETWEEN TECHNOLOGY & BUSINESS SUCCESS

### IT services & business solutions

- Strategic IT consultancy Shared IT services BCP/DR Mobile working Virtualisation & cloud computing
- IT training Programme & project management Relocation IT services Merger & acquisition integration IT support
- System & software implementation Application support Outsourced IT services Colocation & managed hosting

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