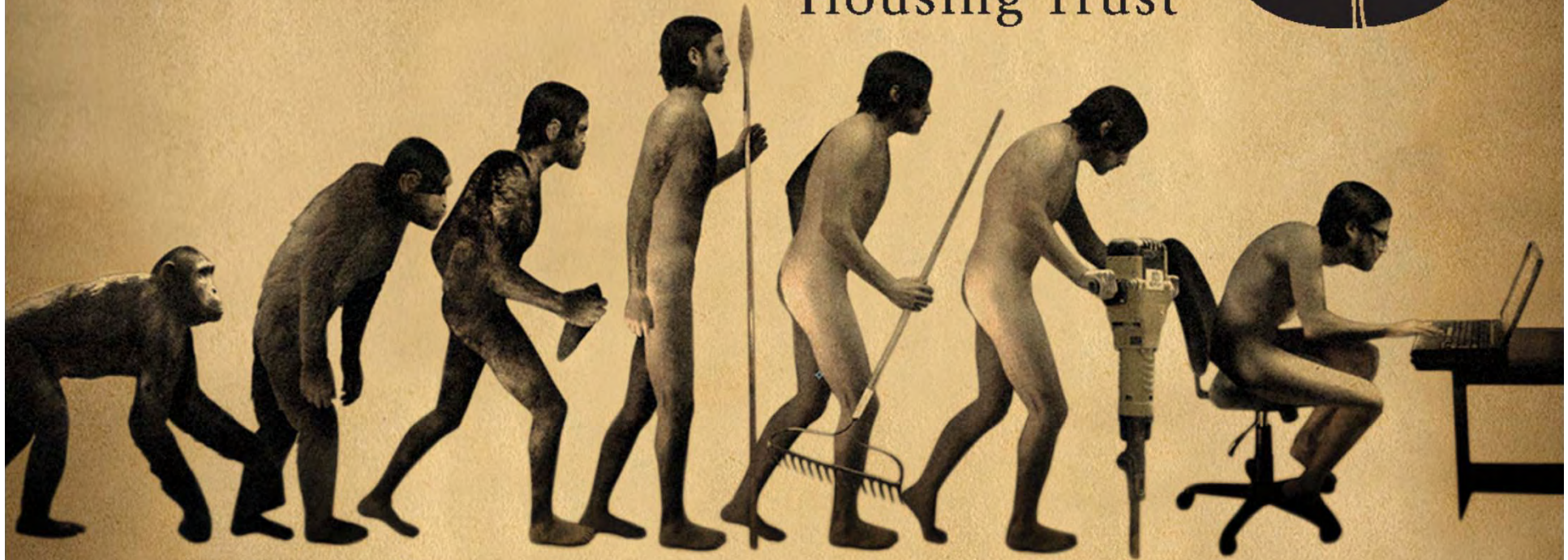


THE EVOLUTION OF SERVICE DIRECT

PEAKS & PLAINS

Housing Trust



SIMON PENALUNA

ASSISTANT DIRECTOR OF ICT



@simonpenaluna



simonpenaluna

WHY DID WE NEED TO DO SOMETHING

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Hot Desking
More staff feet than square feet



Agile Working
New office so nobody visiting



Prove it's not just cost saving
"its only because its holiday season"



Customer experience
One office covering 202 square miles

WHAT DID WE DO

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“Service Direct” was invented
It’s ambition was to have 4989 offices

Starting by revisiting the
data and processes



HOW MUCH IT COST AND HOW WE MAKE IT PAY

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Service Direct



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Today's deal
£50k for software, £45k on hardware

A man in a pinstripe suit is holding a large playing card that features the King of Clubs design. The card is partially visible, showing the king's face and the club symbols. The background is a dark, textured surface.

Completing CRM entries on site
£1,700

Attending Office to print statements
£2,346

Scanning documents on site
£21,500

Total savings across all teams
£97,000 per annum

WHAT DID WE LEARN

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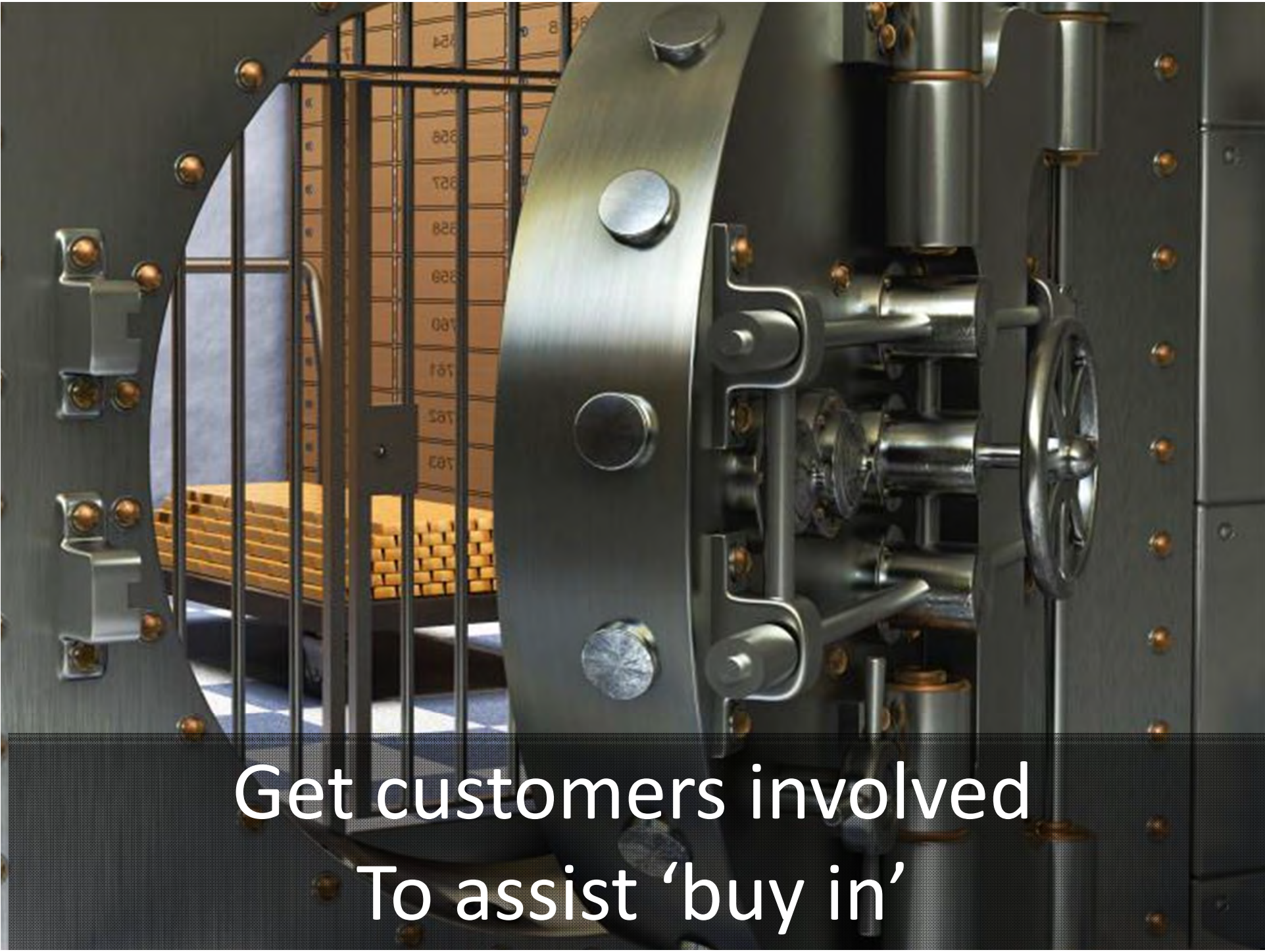
First Attempt
All the hardware but no software

Consider all processes
Its amazing what you find out



Don't forget the teams
that cant be mobilised



A close-up, detailed view of a heavy, dark metal vault door. The door is partially open, revealing a circular window with vertical bars. Through the window, stacks of gold bars are visible, arranged in neat rows. The door itself is thick and features several large, circular bolts or handles. The lighting is dramatic, highlighting the metallic textures and the golden glow of the bars.

Get customers involved
To assist 'buy in'

SO WHATS LEFT TO DO

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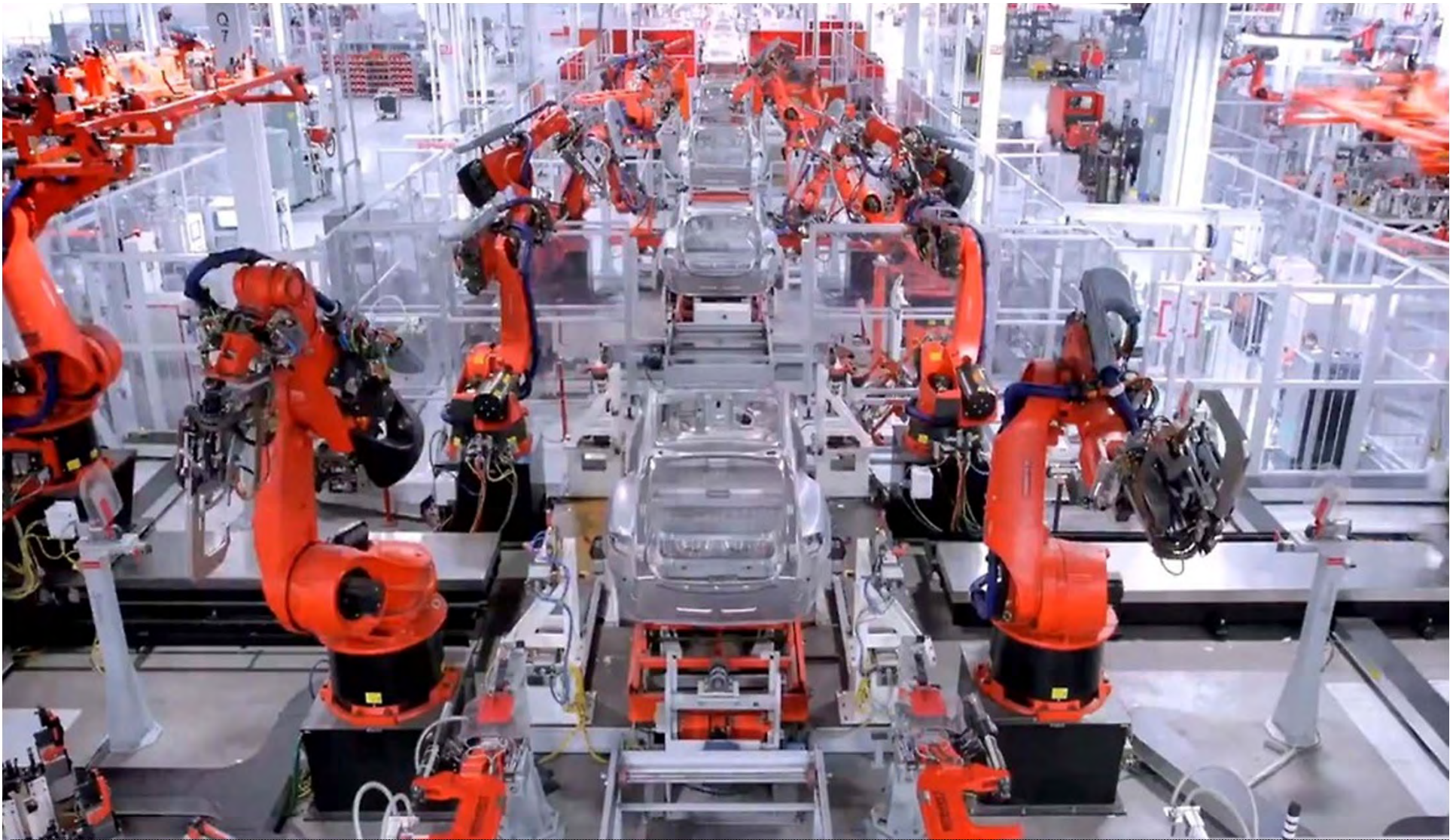


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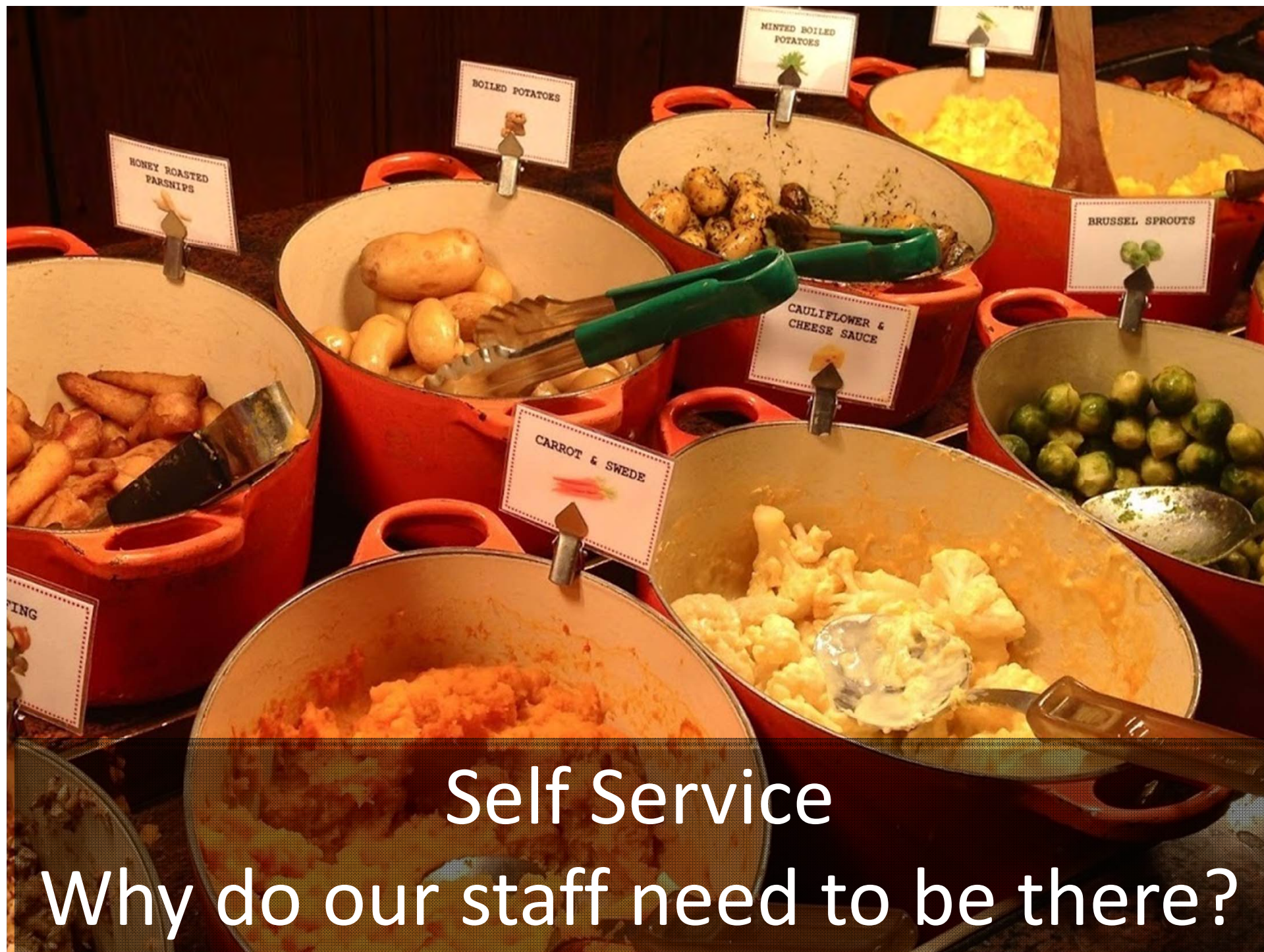




Changing the culture
All staff answering all queries



Introduce office robots
Automate wherever possible



ANY
ANSWERS



ANY
QUESTIONS
?