





Greg Johns

1st Touch



A light gray silhouette of a city skyline with various buildings and a truck, positioned horizontally across the middle of the slide.

Channel Shift 2.0






*"The times they are a
changing"*



A photograph of David Cameron, the former Prime Minister of the United Kingdom, waving from the back of a black car. He is wearing a dark blue suit jacket over a white shirt. The background shows a red building and stone steps.

General
Election
Tories Win

A HOME OF
YOUR OWN

 Conservatives

Right to
Buy



Rent
Reduction

SOCIALHOUSING

FINANCE, BUSINESS AND GOVERNANCE IN HOUSING

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HAs ordered to cut social housing rents by 1% per year for four years

8 July 2015 | By Luke Cross

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Housing associations will have to cut social housing rents by 1 per cent each year for the next four years from April 2016 in a move the government says will help reduce the country's housing benefit bill.

Chancellor George Osborne revealed the change to the rent formula during the first all-Conservative budget statement in 19 years today (Wednesday), saying it was aimed at ending 'the ratchet of ever higher housing benefit chasing up ever higher rents in the social housing sector'.

The cut will apply to all social housing rents, including affordable and social rents.

The government said the change means a 12 per cent reduction in average rents by 2020/21 and 'will allow social landlords to play their part in reducing the welfare bill'.

[Click here to see the latest HA financials](#)

It added that the reduction will require housing associations and local authorities to deliver efficiency savings, 'making better use of the £13bn annual subsidy they receive from the taxpayer'.

Cut social housing rents by 1 % each year for the next 4 years

14,000 fewer 'affordable homes' will be built

Change means a 12 % reduction in average rents by 2020/21

Significant Cost Cutting

Mobile Workers?

Back Office

HMS

Asset Management

ASB

Care

Contractor



Front Office

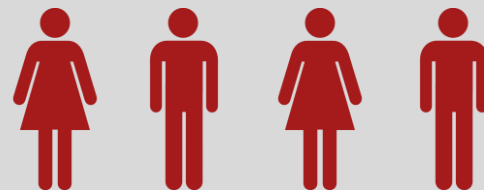
CRM

Document Management

Workflow

Reporting

Compliance



Mobile

Tasks and Forms

Payments

Dashboard

Self Service Apps

Self Service Portal



The Modern Mobile Worker

Back Office

HMS

Asset Management

ASB

Care

Contractor



Front Office

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Document
Management

Workflow

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Mobile

Tasks and Forms

Payments

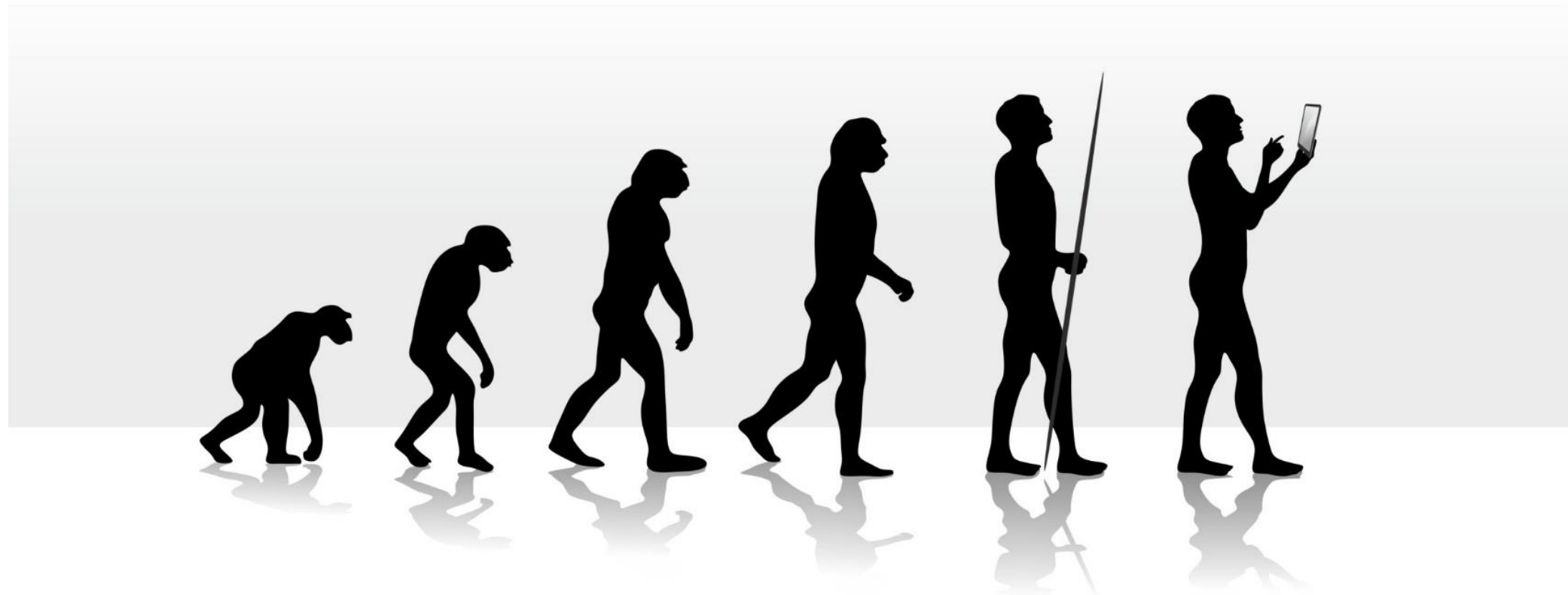
Dashboard

Self Service Apps

Self Service Portal

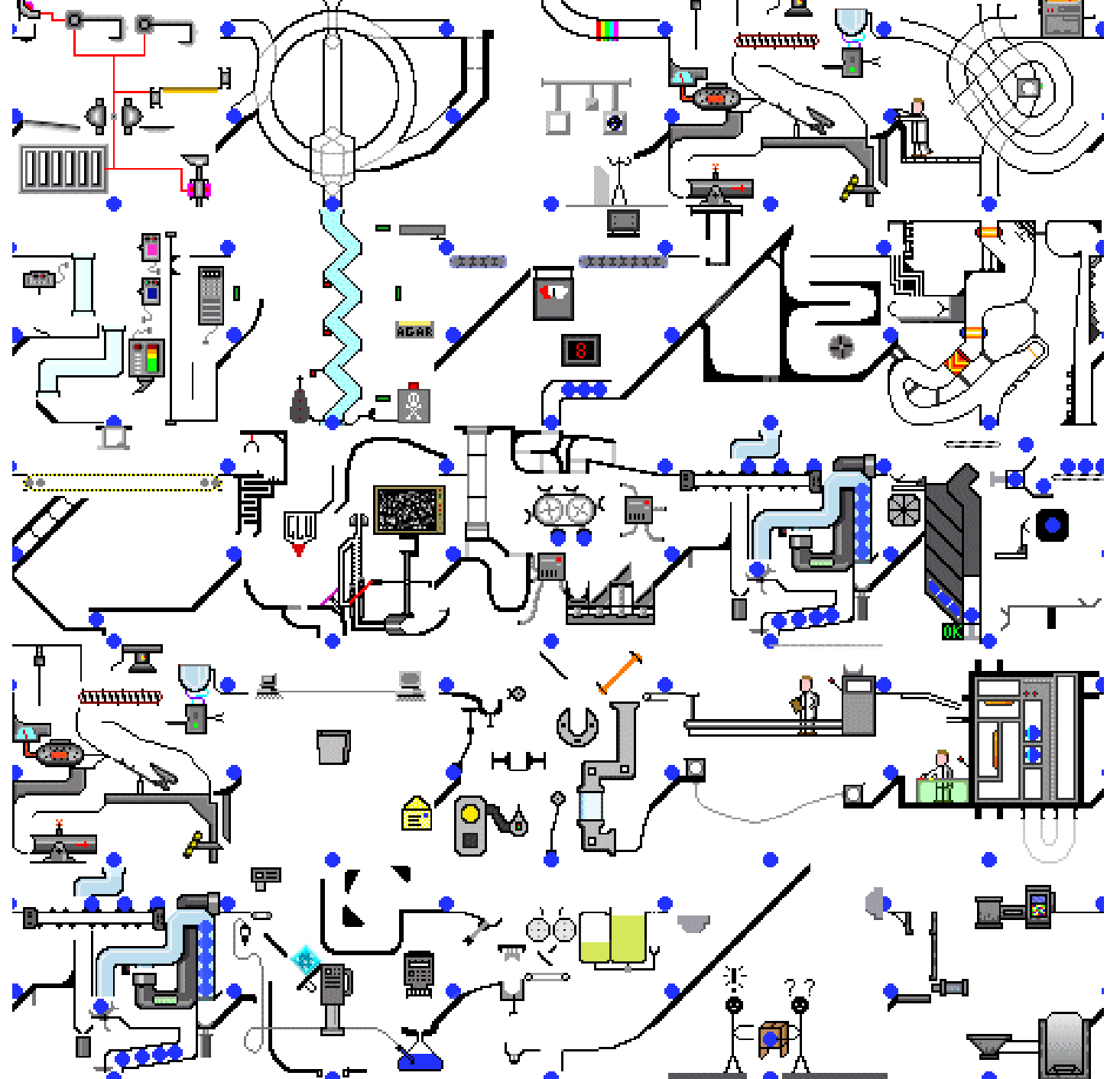


The Evolution of Mobile Working in Housing





Complex Business Process Automation...





The Internet of Things at home

A light gray silhouette of a city skyline with various buildings and a truck, positioned horizontally across the middle of the slide.

Robert Stewart

AmicusHorizon

A decorative graphic in the bottom right corner consisting of overlapping red and dark blue curved shapes.



Widening our Choice of Channels

Robert Stewart

Business Solutions Manager

AmicusHorizon Ltd

A light gray silhouette of a city skyline with various buildings and a truck, spanning the width of the slide.

Click and Connect



The rise and rise of the connected

Google found:

- **90%** of customers use more than 1 device to achieve 1 goal
- **66%** use their smartphones and laptops at the same time!

AmicusHorizon know customers happily do:

- For 1 repair:

- Report a repair
- Receive a call back
- Log on to MyAccount
- Receive a text call

The same is true for
staff and contractors

way

- For 1 rent issue:

- Reply to a text about rent arrears
- Check their balance using MyAccount
- Call to clarify details
- Go online to make a payment

~~Channel Shifting~~

Channels

Home visit

Office visit

Letter

Phone

Email

Text

Website

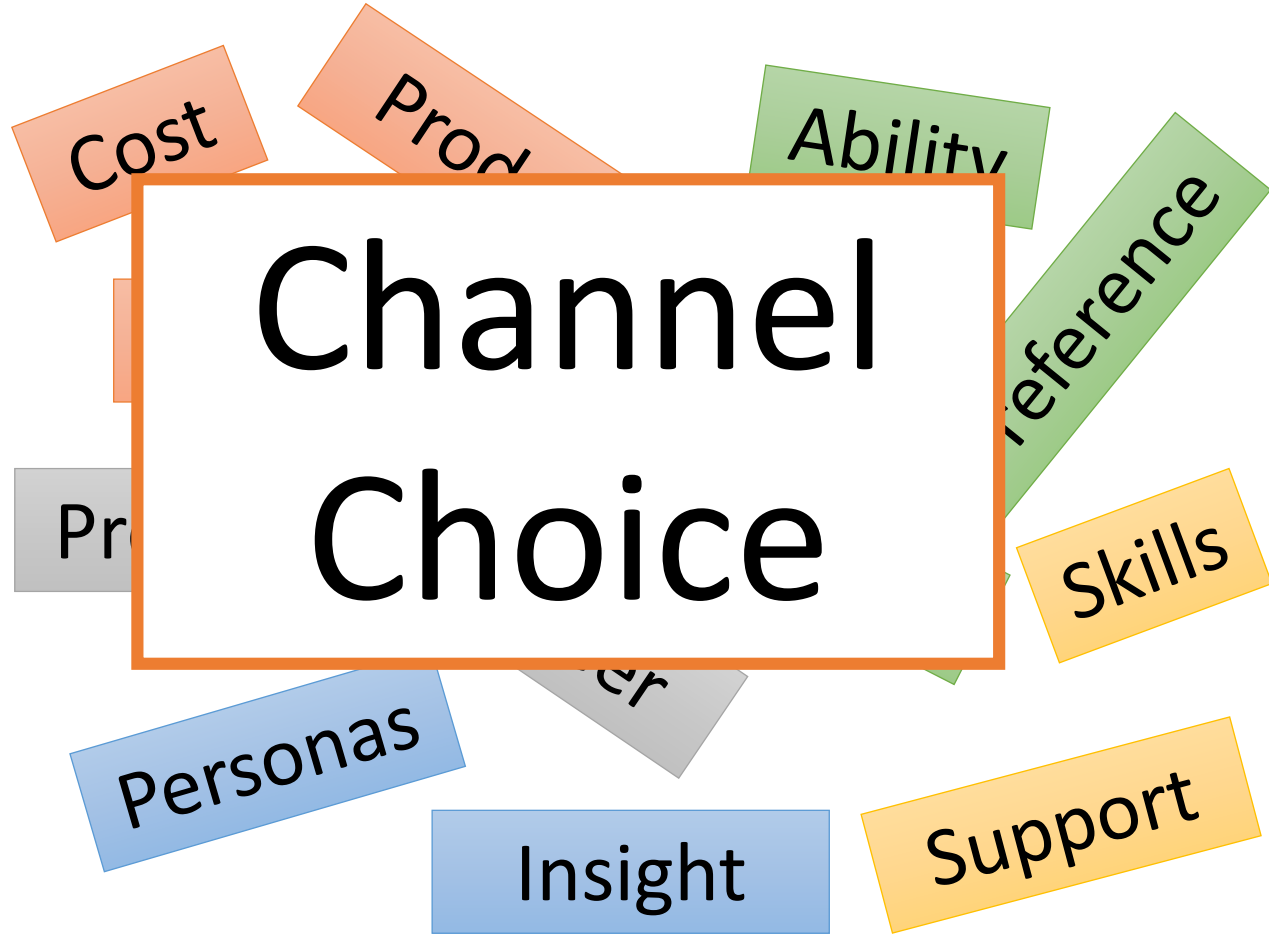
Portal

Webchat

Social Media

Mobile App

IoT (incoming)





AmicusHorizon's Application Strategy



To achieve this

We need to be a **Digital Enterprise** where:

- Business rules & policies are completely digital
- Business processes are fully automated
- Roles are represented in digital terms
- Data & info are easy to find and easy to share
- All services are online
- Mobile device users can do anything



Our Application Approach

Presentation & Production Layer

integration & interpretation layer

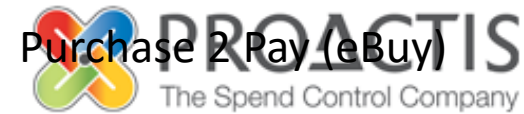
Core Systems



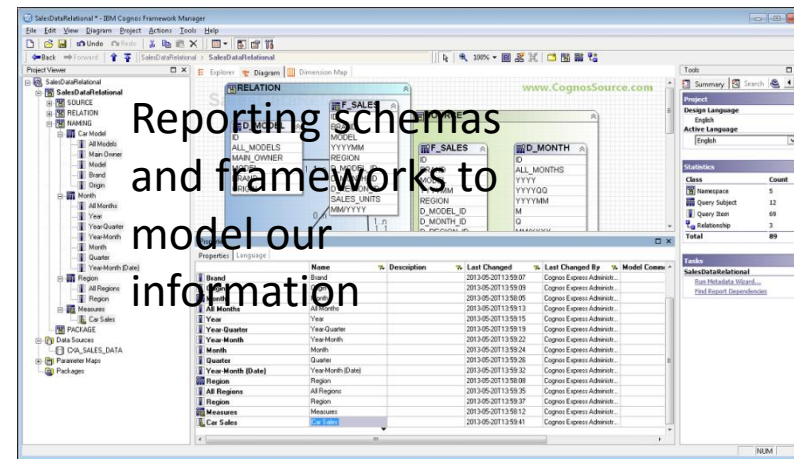
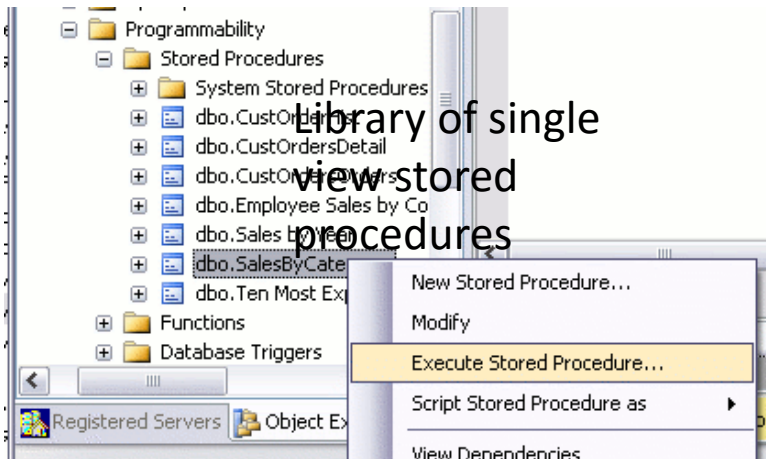
Core Systems



Document Management (Swordfish) services



integration & interpretation layer



integration & interpretation methods

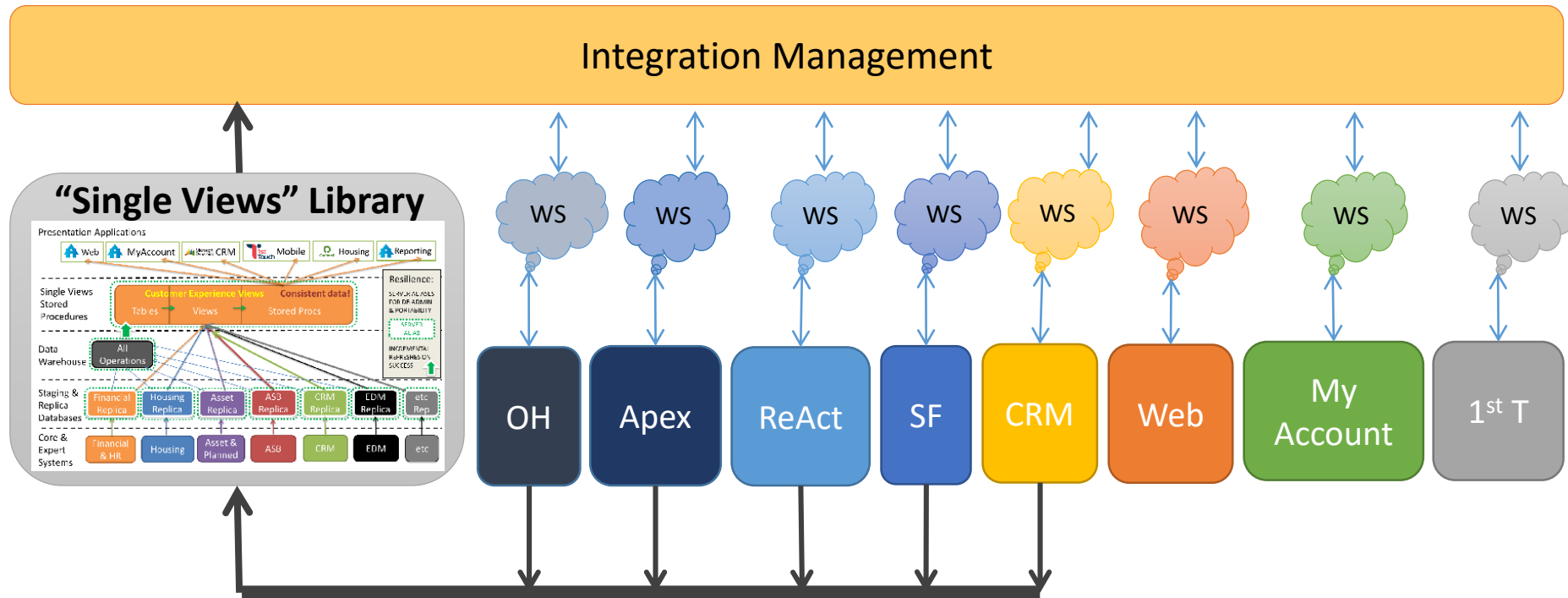
Used here*

Summary

- | | | |
|--|---|-------------------------------------|
| 1. Single views of data | ✓ | AH Control; fast; good volume |
| 2. Web services | ✓ | Supplier supported; transactional |
| 3. Direct database access | ✓ | Limited support; can directly write |
| 4. Widgets, web-parts, i-frames or similar | ✓ | Great UX; maintain specialism |
| 5. Copied model supported by batch interface | ✓ | Reliable; slow; not transactional |
| 6. Screen automation | ✗ | “Robot” processes; not v. reliable |

Note: * Tick size indicates usage. The bigger the size the more frequently it is currently used.

integration model: web-services & views



Presentation Layer



MyAccount
Firmstep
Self Service



Orchard Housing /
Orchard Liberty
& Embedded "Apps"
Orchard

Customer
Relationship
Management
Microsoft Dynamics CRM
& Embedded "Apps"



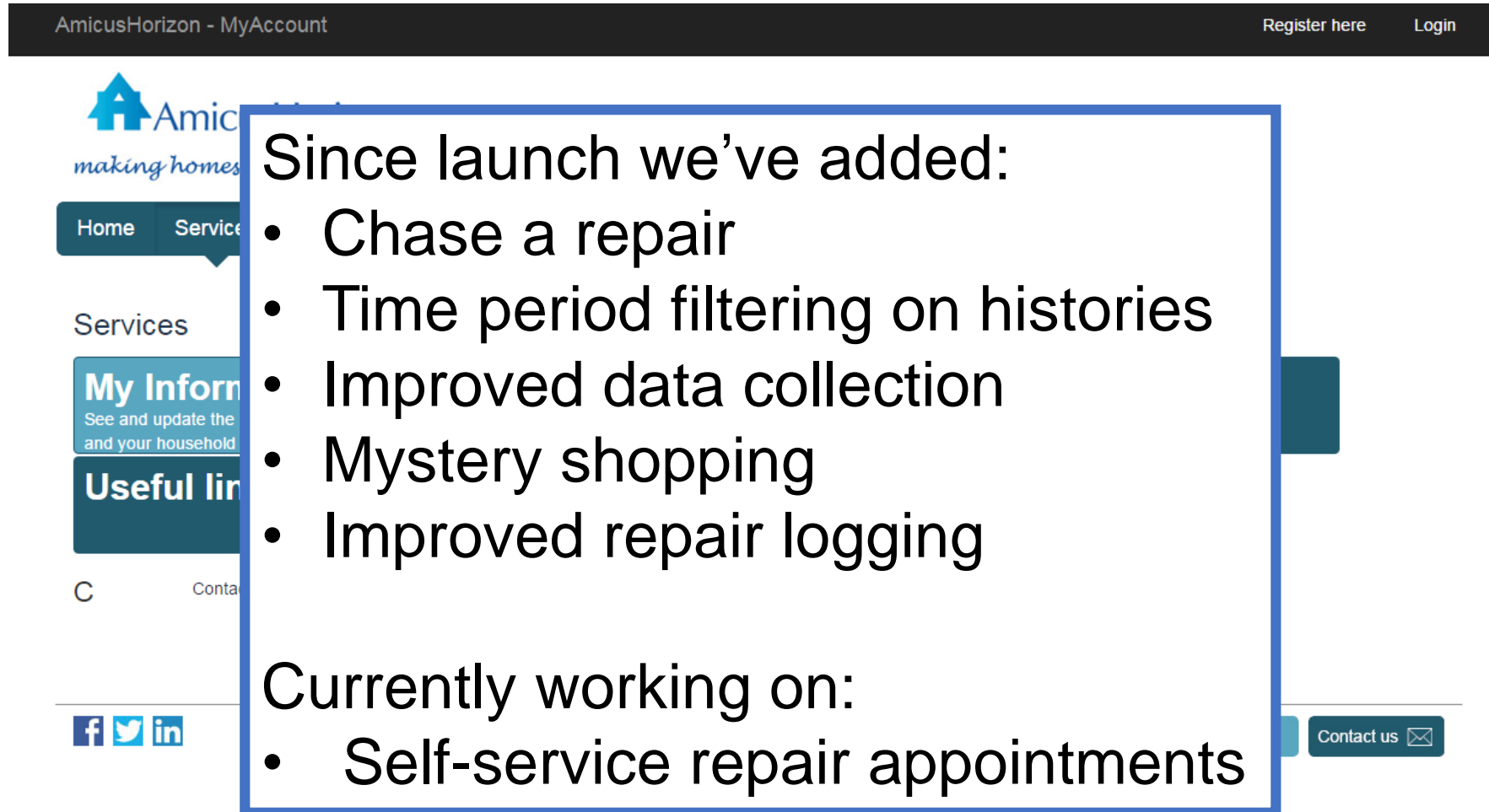
AmicusHorizon's MyAccount (Customer Portal)




MyAccount Portal

- Light launch with basic functionality in Oct 2014
- 33,000 letters sent by Feb 2015 to all customer
- Proactive PIN issuing to new residents
- Matched the old portal for functionality
- Better UX (user experience)
- With a simple but safe sign-up process
- Query or request acknowledged
- Iterative improvement plan e.g.
 - Chase repairs
 - Self service logging

Launch of MyAccount



AmicusHorizon - MyAccount Register here Login

 AmicusHorizon
making homes




Home Services


Services

My Inform
See and update the
and your household

Useful lin

C Contact

Contact us 

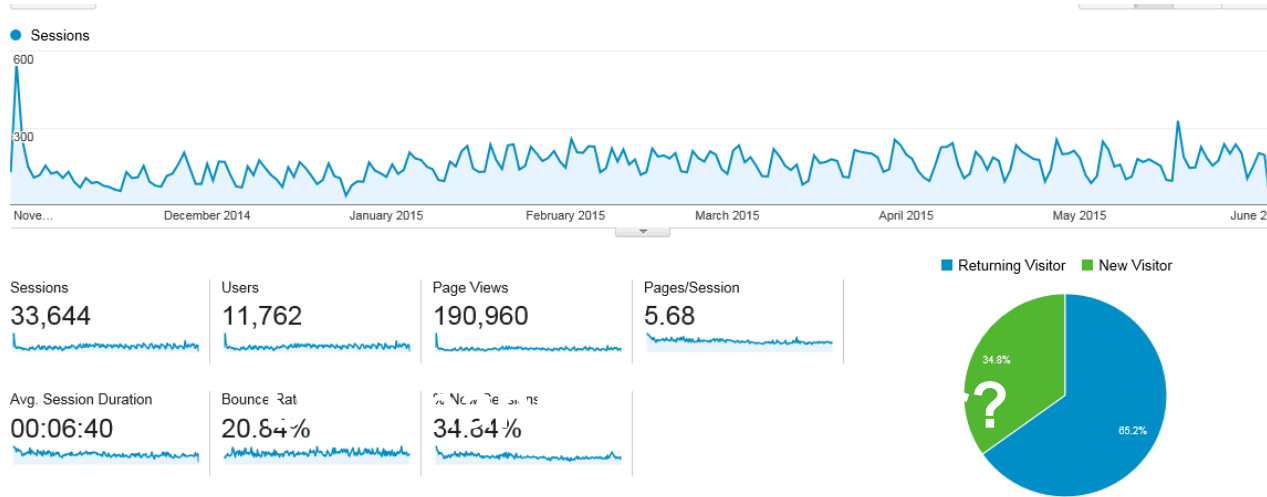
Since launch we've added:

- Chase a repair
- Time period filtering on histories
- Improved data collection
- Mystery shopping
- Improved repair logging

Currently working on:

- Self-service repair appointments

Did channel shift occur?



Unique IP address new users	11,762	We have 28,000 homes
Sessions	33,644	
Page views per session	5.68 views	
Average session duration	6:40 minutes	
Returning visitors	65%	

Rent Statement

Address * GARAGE 21 Peregrine Drive Garage 15-25 ▾

Select an option or choose a custom date range below

Calls to our Customer Service concerning rent statements have dropped

your correct balance (if you've continued to receive HB). If you don't receive HB and would like help/advice, please contact our Income Collection Team. We're here to help...

To make a payment, click the image below to be taken to our payment provider.



Internet Payments

To view your rent transactions in print format, you'll need to download a PDF reader. Click the image below to go to the download page.

Usage by June 2015

	Acquisition	Behaviour	
Device			. Session ation ?
Desk			:06:40
Mo			vg for View: 00:06:40 (0.00%)
1. des			00:07:45
2. mo			00:04:48
3. tab			00:06:01
Page			e hits
Rent			5
Rent			
My Re			
Hous			
My Details	1631	1393	135
			122

Now we have over 6,000 verified active users

With a further 2,000 signed up

We add about 5 new accounts each day



Summary of MyAccount

1. Do the simple things right and it will be used
2. Online statements have reduced calls
3. Mobile device usage is growing
4. Successful online usage leads to more
5. Fewer calls require fewer staff
6. Positive feedback received
7. Demand for services has grown
8. Data quality has improved
9. Think what it will be like when we're doing more
 1. Others are already doing this
 2. Self-service repairs with booked appointments
 3. Digital application transfers and pre-qualification tests



Mobile Working at AmicusHorizon



Last 2 Month's Mobile Visits

	Focus on Visiting Income Visits	total
Mo		03
AS		5
Av	• We look to arrange 3 types of visit:	97
FI	○ Arranged appointments	10
H&	○ Cold calls	16
HO	○ Chance visits	77
HO	• Do as much we can to provide service and be productive	17
Pos		82
Pre		79
Re	• Require a lot of supporting information	31
Vis	• Not always welcome	00
Gr	• Can lead to changes in yours & team's work plan	17

As at 26/02/2016



1st Touch Mobile Forms

- The Mobile Forms approach is great for:
 - Task driven processes
 - Ad hoc forms
 - Offline working
- But it only shows you:
 - What tasks you need to do
 - And the information you need to do them
- What we need is the following:
 - Configurable widget based UI with:
 - Maps and overlays
 - Info hub with contextual & supporting information
 - Team related info, subscribed feeds and news
 - A manager's view
 - Allow you to be productive when visits don't work out
 - A tool that could become a Self-Service app



What's next for us

Go-live in March (this week):

- Tenancy Sign-up

Active projects:

- Estate Inspections
- General Needs Void Inspections
- Tenancy conversion visits
- ASB system version changes

Just kicked off:

- 1st Touch 360



1st Touch 360

AmicusHorizon has invested in 360 to:

- Provide a solution to overcome the shortcomings of the task and forms approach
- Give our staff (and potentially customers) an easy-to-use tool to:
 - Provide (or get) best service
 - Help them be productive and proactive





Any Questions

Please email me:

robert.stewart@amicushorizon.org.uk

With “Housing Technology”
in the subject line

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Mark Moynihan

1st Touch

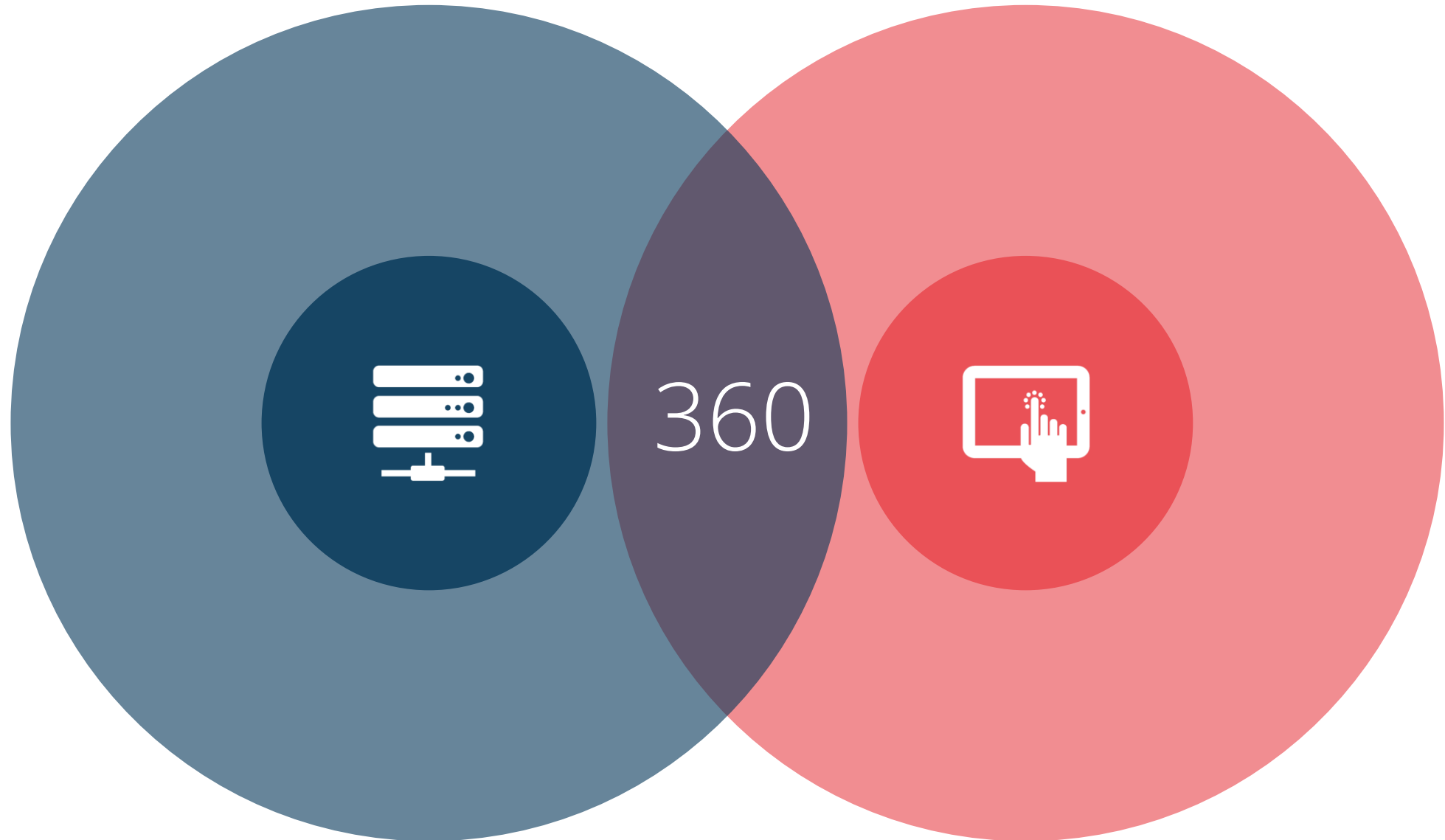
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Channel Shift 2.0 and 1st Touch 360°

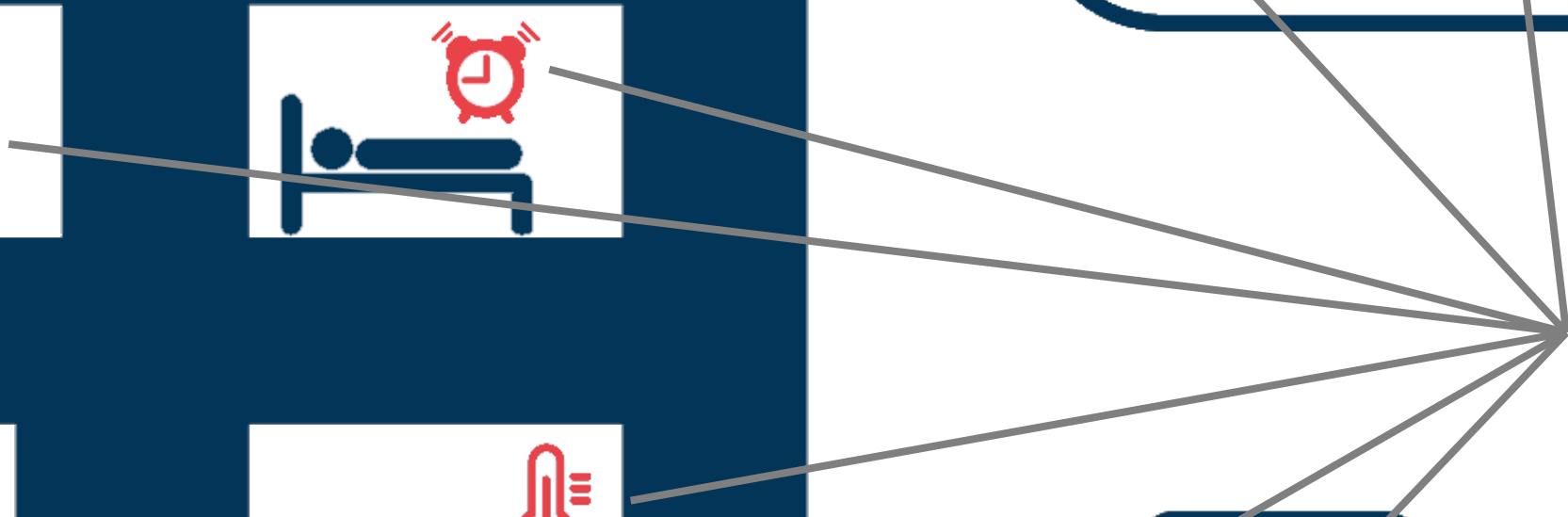
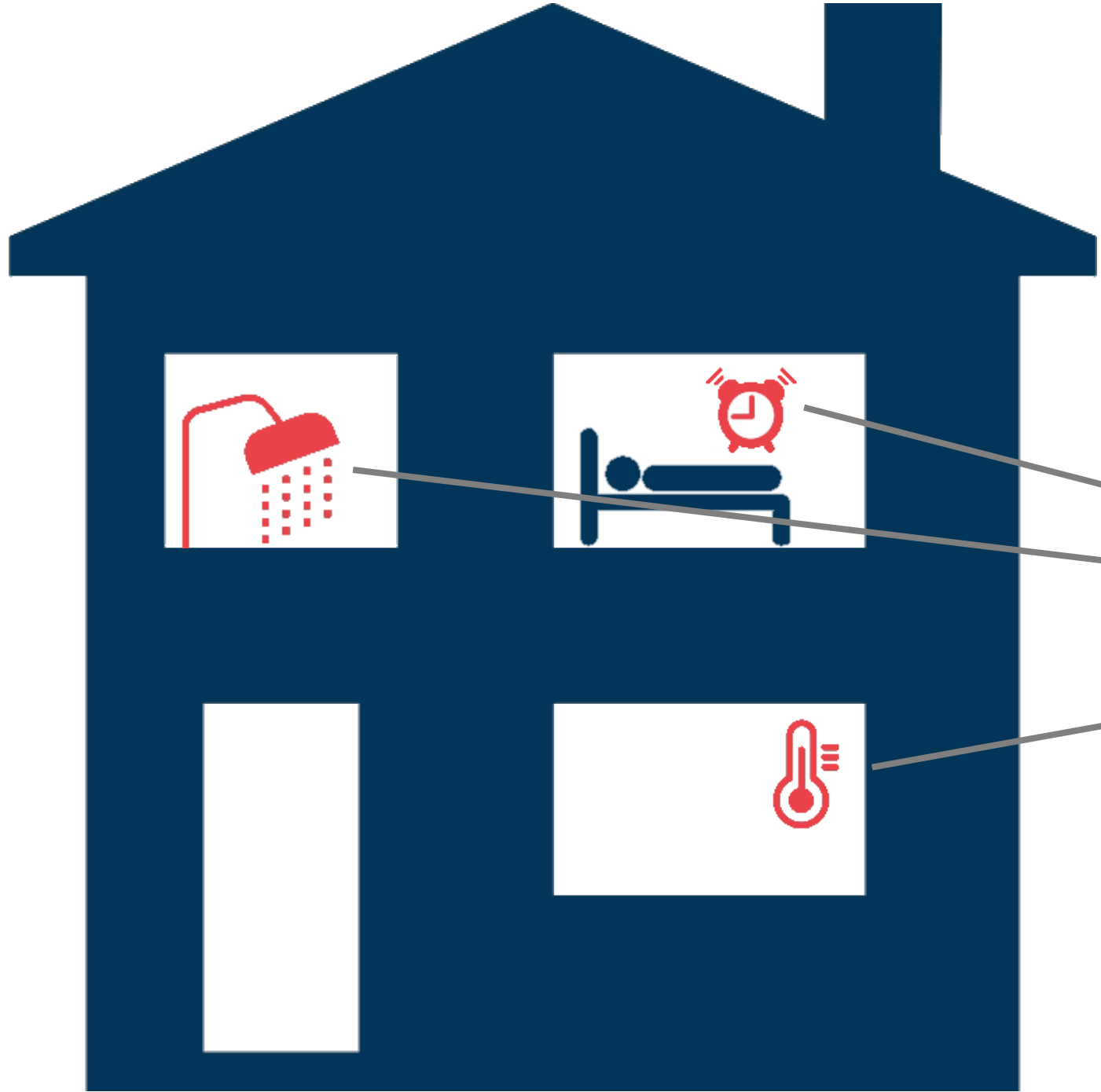


1st Touch 360





The Internet of Things



Security

Energy

1st Touch

360

Environment

Media



Improving Lives

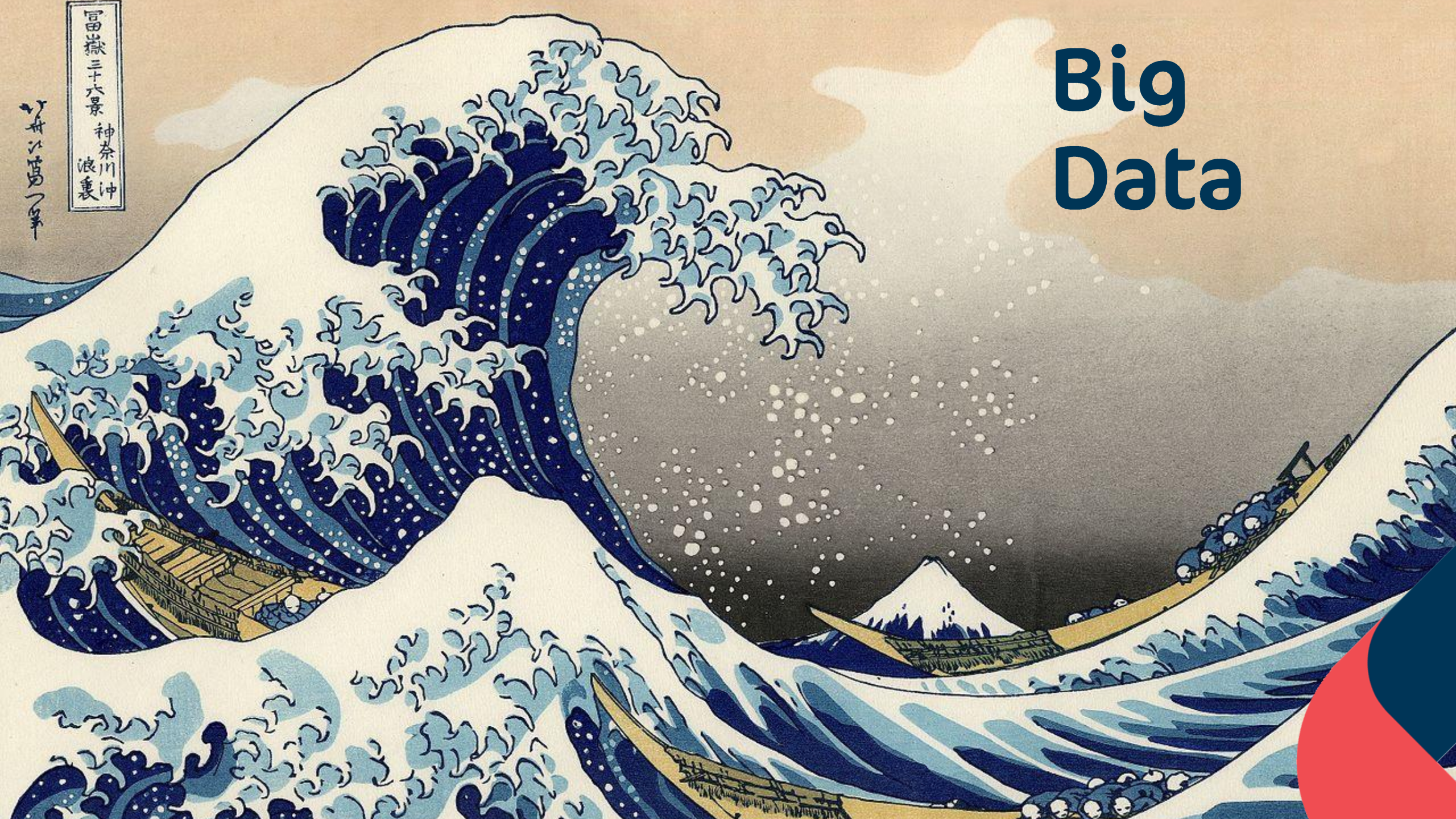





Automated Diagnostics and Repair Actions



Big Data



A photograph of Dan Ariely speaking on a stage. He is wearing a dark grey polo shirt and has a thoughtful expression, looking upwards and to the right. He is holding a pair of glasses in his right hand and gesturing with his left hand. The background is dark with blue stage lighting.

“Big data is like teenage sex: everyone talks about it, nobody really knows how to do it, everyone thinks everyone else is doing it, so everyone claims they are doing it.”

- Dan Ariely

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Analyse Data to Look for Patterns



Develop a Hypothesis





Random Control Trials



Predicting
Patterns

*Concierge
Service*



Collective Buying Power



ORGANIZE!



Thank You

