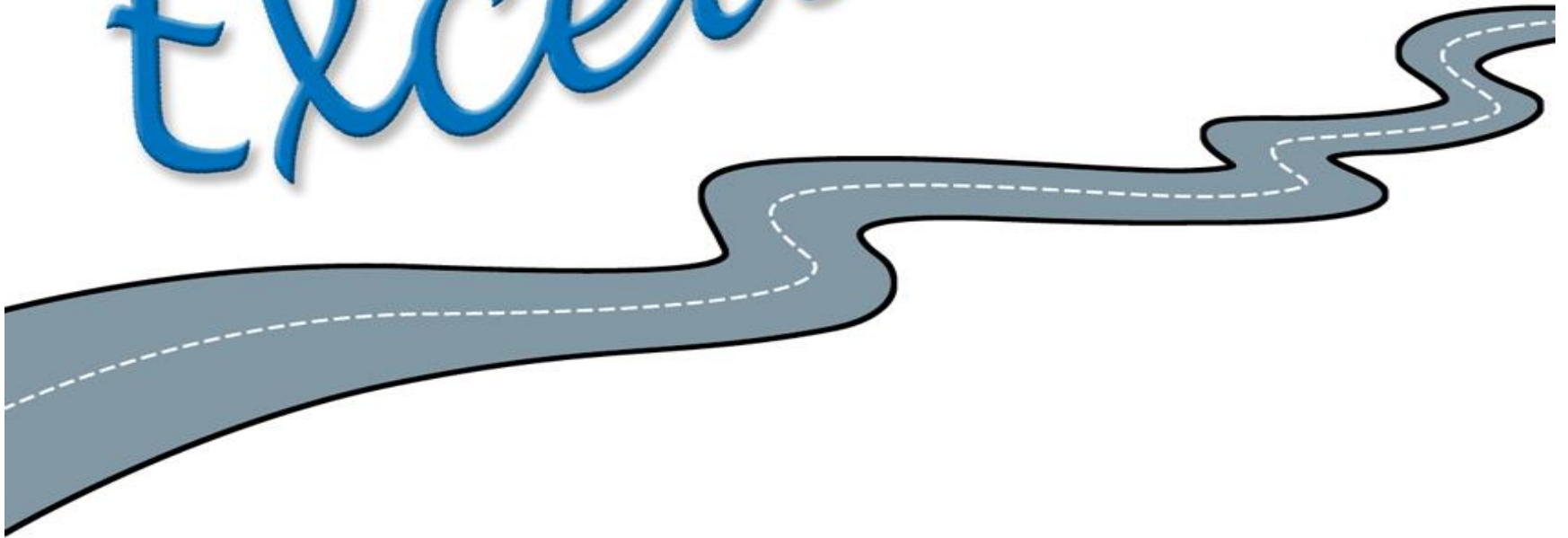


J2e

the road to

Excellence




wm housing group

...we're doing it **together**



Agenda

- Our journey
- Components of our programme
- Spend to save / the business case
- Impact on customers & staff
- Programme & Timescales
- Lessons learned



Why did we need J2E?

- Customer Journey / Experience

An Example





Why did we need J2E?

- Customer Excellence
- Welfare reform – pro-active services
- Staff effectiveness / waste in processes
- Single view of customer / information
- Old systems
- Multiple & costly applications (42)



Vision

- For customers 'a level of service that surpasses the ordinary' – step change in choice & service
- 24/7; extended hours; proactive right first time;
- For the business 'efficiency & effectiveness'
- People; systems and processes fully aligned
- Fit for purpose – new markets; further mergers



Benefits for customers

- Easier access (one stop shop philosophy)
- Better quality of service;
- More proactive service;
- Greater customer focus;
- Greater consistency;
- Local accountability.



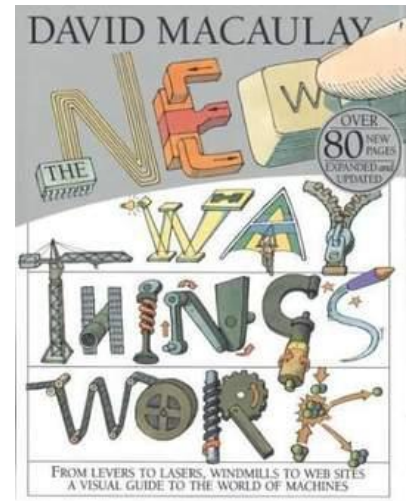
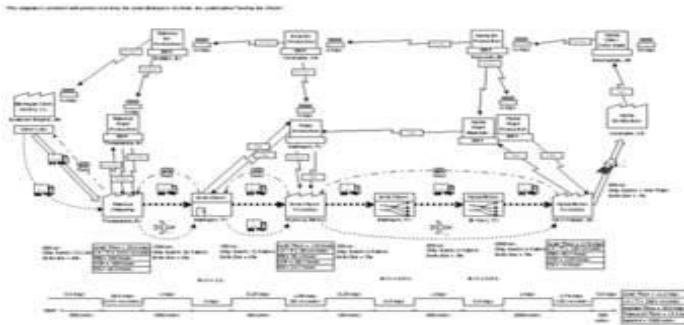
Benefits for staff

- Opportunities to shape the future;
- Better work life balance;
- Greater job satisfaction
- However
 - Roles and location changed;
 - Change does not suit everyone.

J2e



Components




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Business Case - Spend to save

Components / Costs	Payback 7 years / Savings
J2E Programme Team	24 less posts
Implementation team & module leaders	Reduced licence & maintenance support
Procurement consultancy / legal advice	Reduced document storage
Process Review	Reduced transaction / void / repairs costs
New housing system & implementation	Increased right first time, reduced costs
Group-wide telephony	Reduced waste / Lean Process
Mobile working solutions	Reduced expenses – mobile working
Document management	
Restructure / Redundancies	
Customer service centre (2 sites)	
Parallel programme – ICT Restructure and Infrastructure improvements	



ICT

- Out sourced Helpdesk and Infrastructure support
- Poor Network performance
- Outdated infrastructure



Fit for purpose

- In source skills
 - Helpdesk; network management
- Citrix Platform
- Modern working arrangements and environment
- Fit to support new technologies and new ways of working

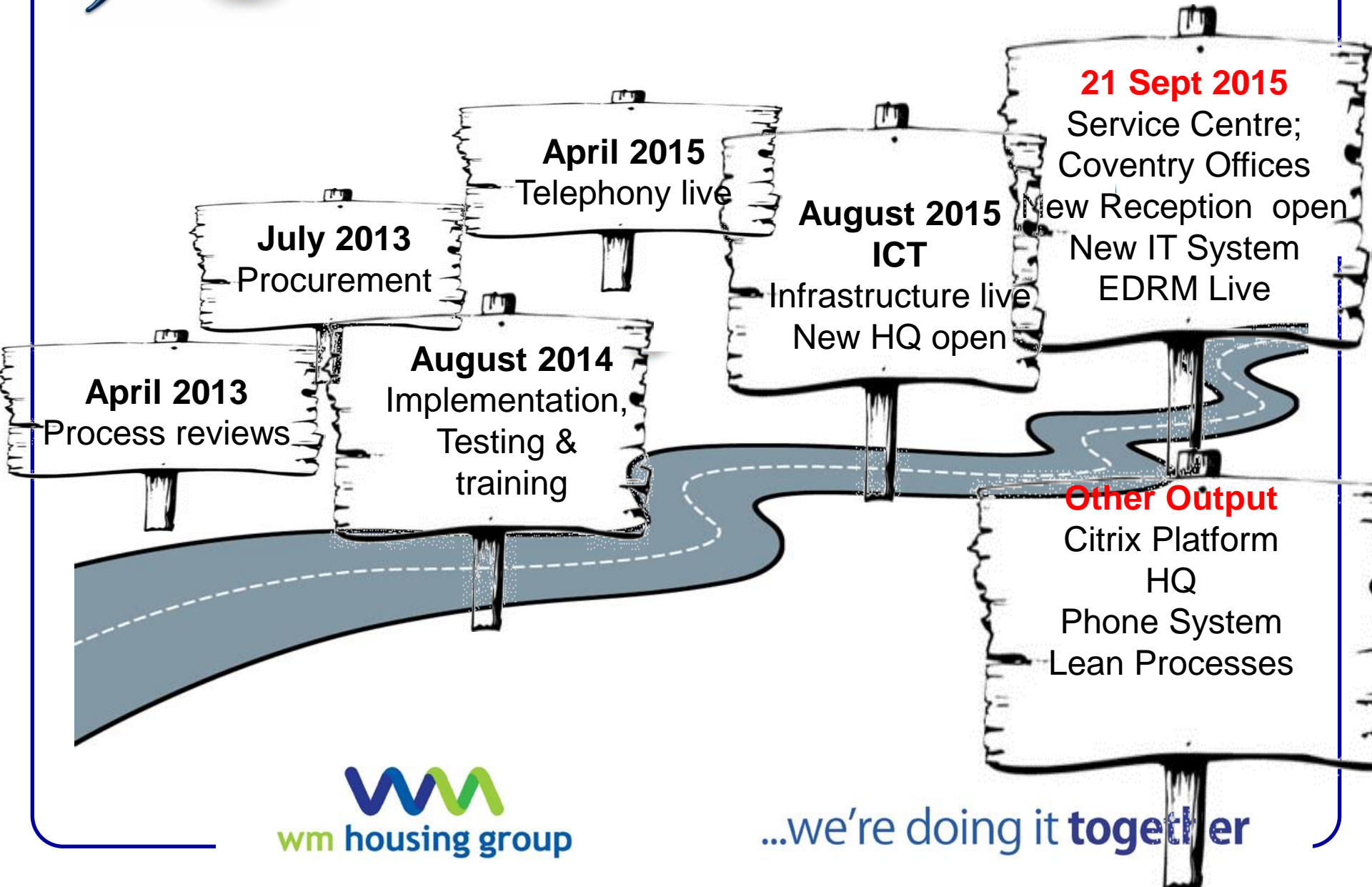


Along the way.....

- Family Community Housing (April 2014)
 - Federal Governance arrangements reviewed
 - New leadership roles, stronger local accountability
- Accommodation Strategy (September 2014)
 - New HQ (single site CSC)
 - Closure of Offices

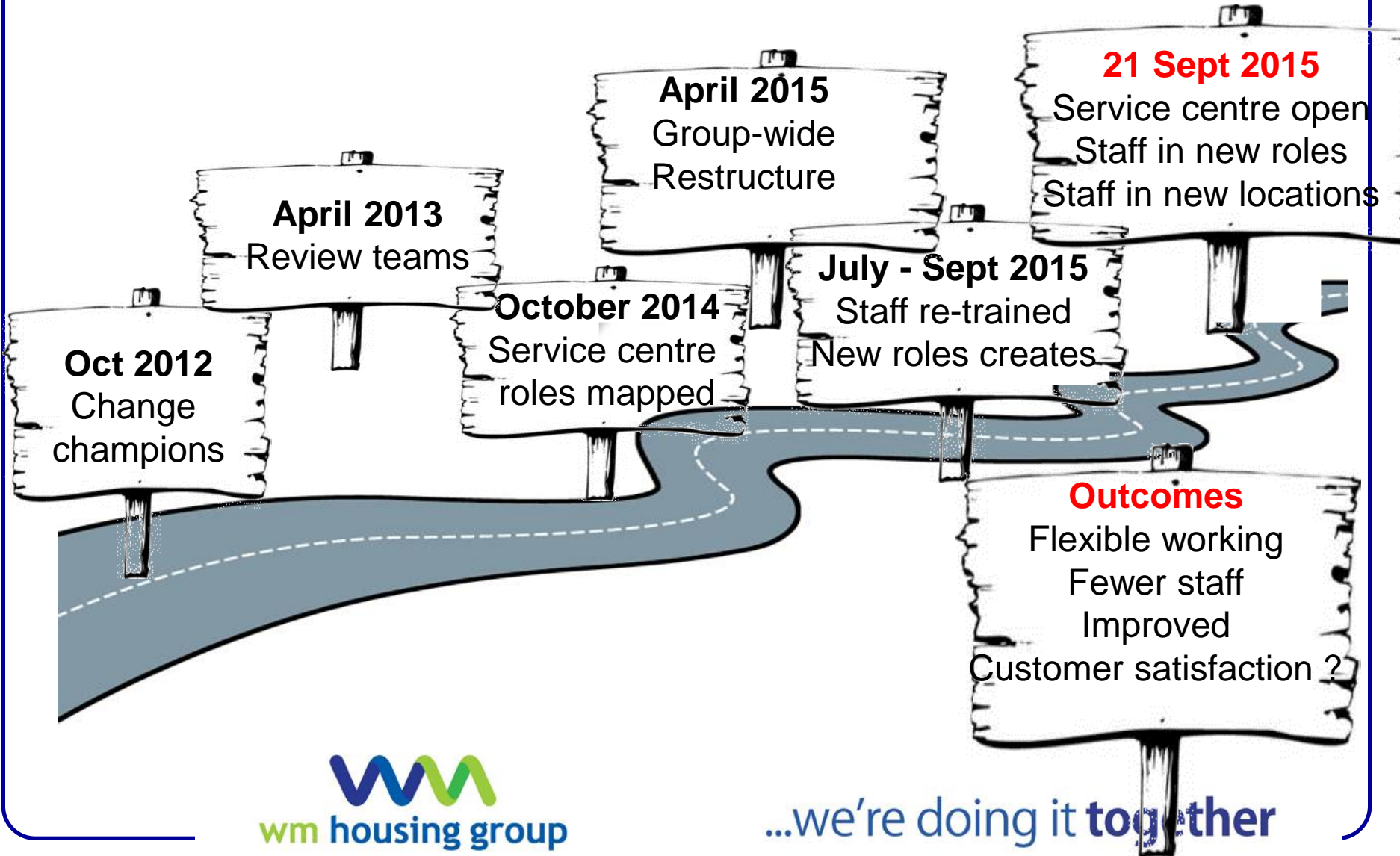


Milestones – output





Milestones – staff culture



- Impact of Change
 - Remaining aligned with changing strategy
 - Retention / recruitment
 - Managing changes to business case(s)
 - Managing the day to day
 - Underestimated recovery time
- Impact on staff
 - Resilience; training
- Impact on customers

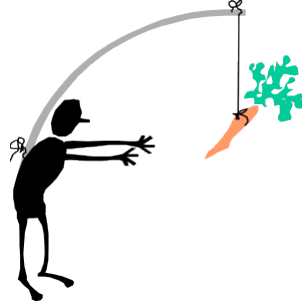




Still to do – Major impact



- Mobile working
- Fully transactional on-line service
- Channel Shift



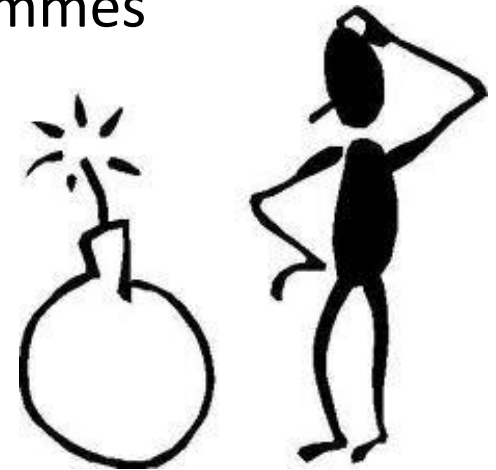
- Embedding “change” as a natural part of a learning / improving organisation





Big bang - benefits

- Single systems immediately in use group-wide
- Benefits realisation
- Change is all over and done with (or is it?)
- Is it wise?
 - Parallel running of three major programmes
 - J2e; ICT Infrastructure; Accommodation





You decide.....

Any Questions?