

OneSanctuary and Beyond

Kevin Heslop

22 September 2016

Sanctuary Group

- £5 billion of assets
- £669 million turnover in 2016/17
- 100,000 homes
- 11,000 staff
- Complex business

Why change?

- Technology is a driver of change
- Future proof
- Ambitious growth plans
- Dynamic organisation
- Prioritising the importance of data

OneSanctuary

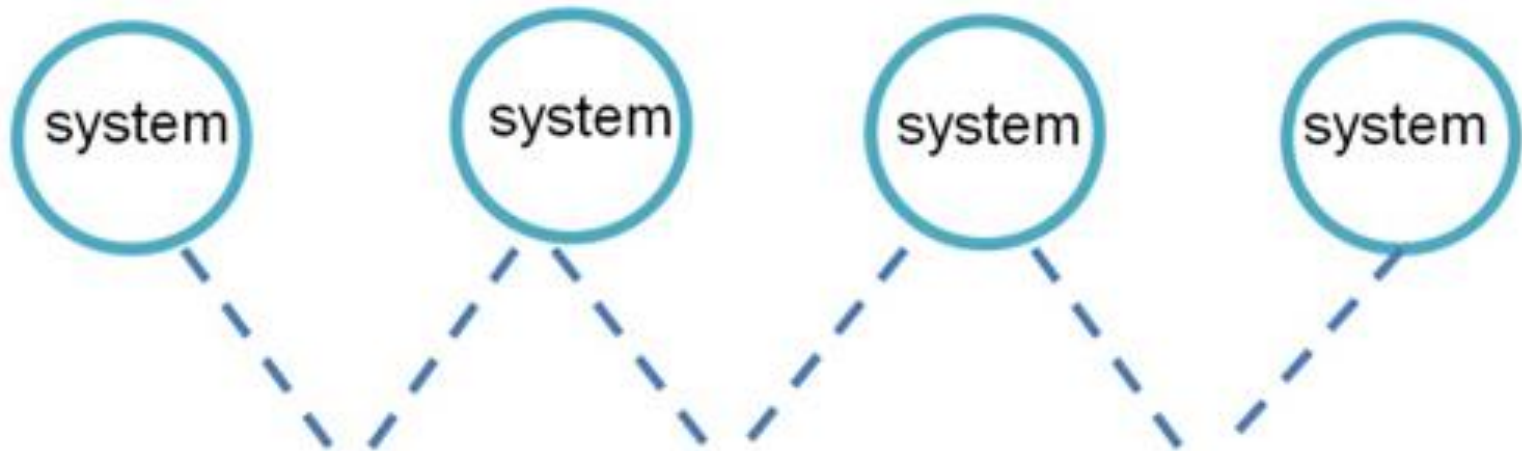
- Launched in 2013
- Group-wide, long-term programme
- Made up of several releases.

OneSanctuary aimed to:

- Strengthen customer service
- Improve our ways of working
- Provide a strong foundation for growth

From...

Disconnected systems



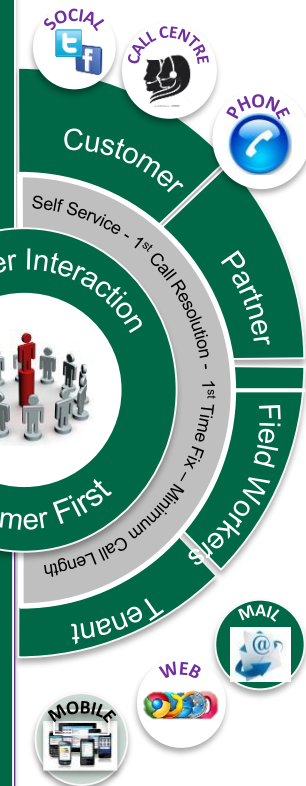
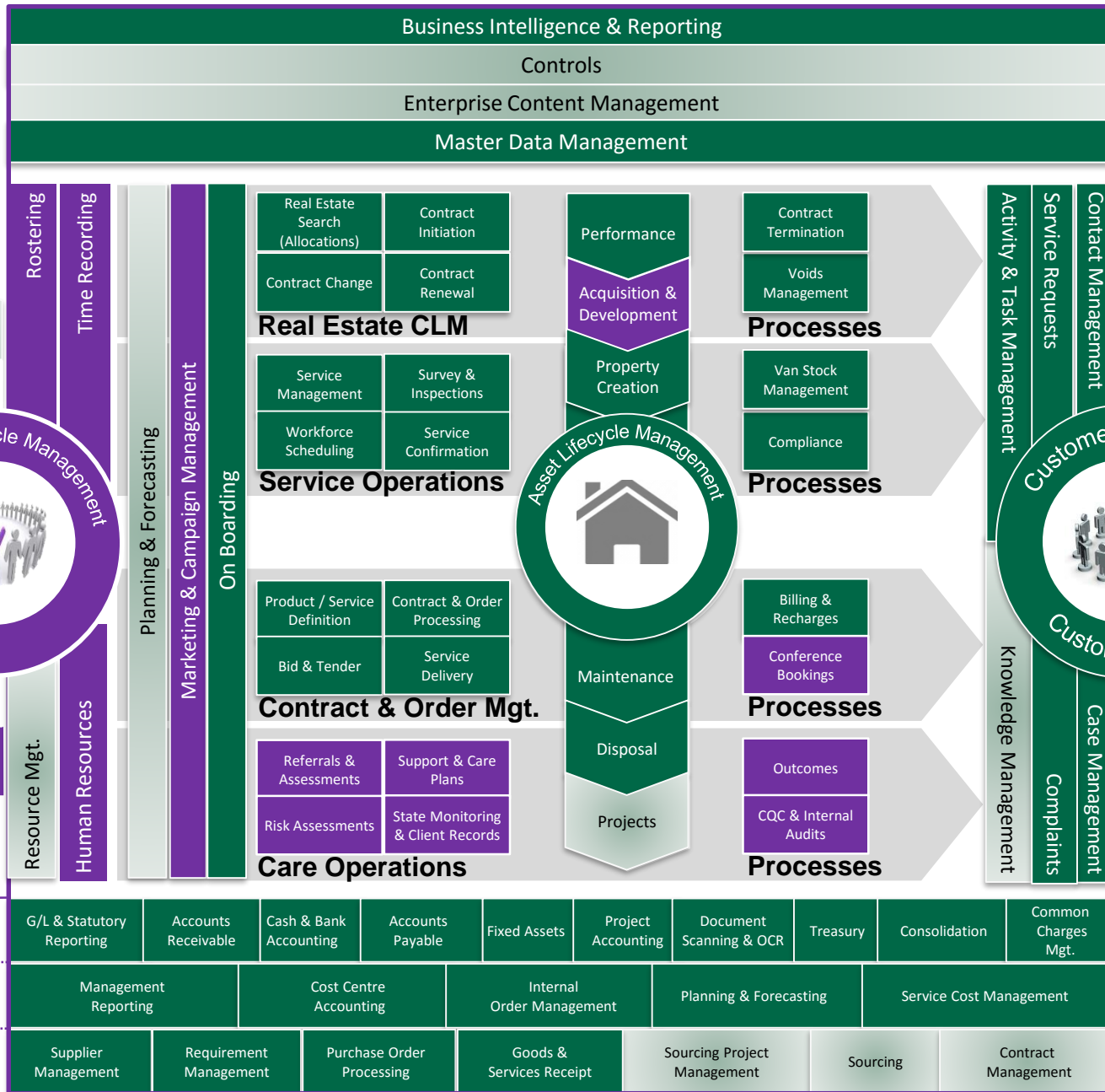
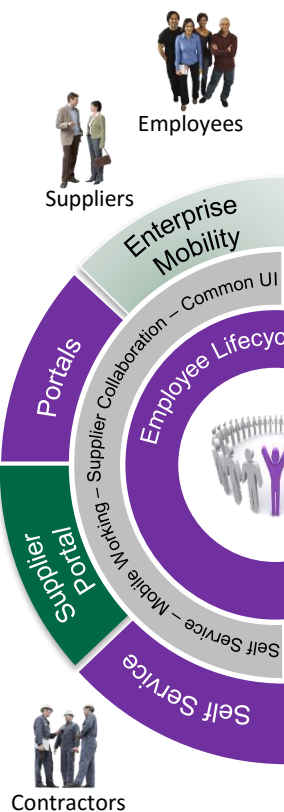
Manual processes to transfer
information

To...

Standardised processes

One
Sanctuary

Connected systems



Story so far

- January 2015 – Finance and Procurement
- April 2015 – HR
- May 2015 – Recruitment and L&D
- July 2015 - Service charges
- November 2015 – Fixed Assets
- August 2016 – Housing and Asset Mgt
- Before 2017 - Maintenance

Outcomes

- 5,000 users
- One version of the truth
- Improved customer service
- Shared Service Centre for all HR, Accounts Payable and IT enquiries
- Standardised processes across operations
- Building knowledge base internally

What's next for OneSanctuary?

- Launch Maintenance before 2017
- Optimisation
- Sharing what we've learnt and learning more from others

The roadmap

- SAP enabled 'change'
 - Customer Portals
 - Staff Mobility
 - Asset re-investment
- The SMART property
- Exchange On-line

Get in touch

Kevin Heslop

Director of Technology

Kevin.heslop@sanctuary-housing.co.uk

01905 334193

07919013210

Based in Worcester

Questions?