

OneSanctuary and Beyond

Kevin Heslop

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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

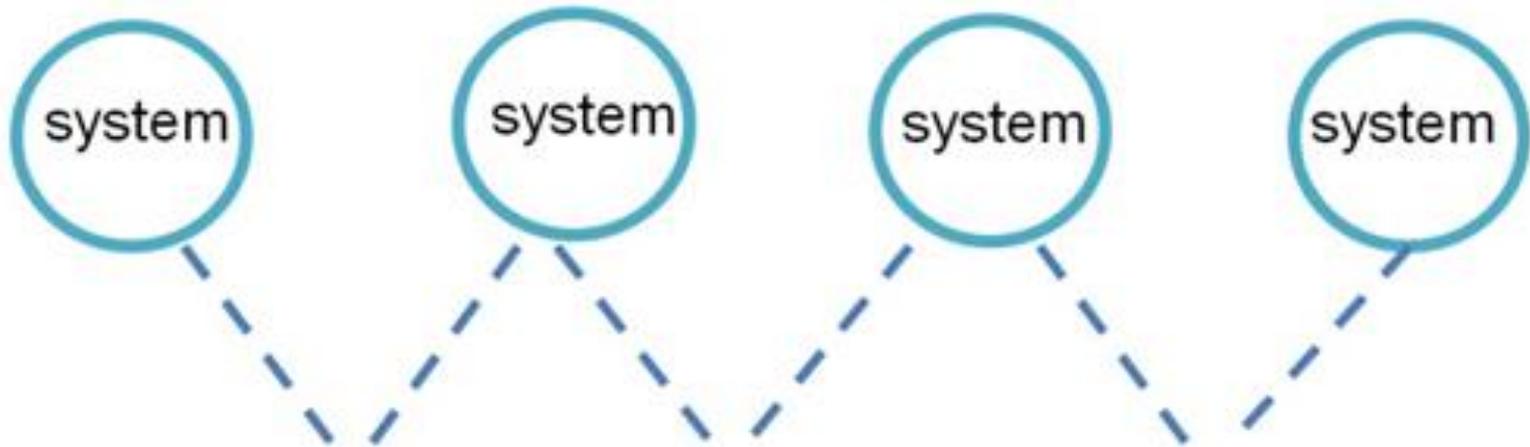
- Launched in 2013
- Group-wide, long-term programme
- Made up of several releases.

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

Business Intelligence & Reporting
 Controls
 Enterprise Content Management
 Master Data Management



Rostering
 Time Recording
 Resource Mgt.
 Human Resources

Planning & Forecasting
 Marketing & Campaign Management
 On Boarding

Real Estate Search (Allocations)	Contract Initiation
Contract Change	Contract Renewal

Service Management	Survey & Inspections
Workforce Scheduling	Service Confirmation

Product / Service Definition	Contract & Order Processing
Bid & Tender	Service Delivery

Referrals & Assessments	Support & Care Plans
Risk Assessments	State Monitoring & Client Records

Performance
 Acquisition & Development
 Property Creation



Maintenance
 Disposal
 Projects

Contract Termination
Voids Management

Van Stock Management
Compliance

Billing & Recharges
Conference Bookings

Outcomes
CQC & Internal Audits

Real Estate CLM

Service Operations

Contract & Order Mgt.

Care Operations

Processes

Processes

Processes

Processes

Activity & Task Management
 Service Requests
 Contact Management
 Knowledge Management
 Case Management
 Complaints



Finance Management Accounting Procurement

G/L & Statutory Reporting	Accounts Receivable	Cash & Bank Accounting	Accounts Payable	Fixed Assets	Project Accounting	Document Scanning & OCR	Treasury	Consolidation	Common Charges Mgt.
Management Reporting		Cost Centre Accounting		Internal Order Management		Planning & Forecasting		Service Cost Management	
Supplier Management	Requirement Management	Purchase Order Processing	Goods & Services Receipt	Sourcing Project Management	Sourcing	Contract Management			

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?