

HOUSINGTM TECHNOLOGY

2018 | CONFERENCE AND
EXECUTIVE FORUM

HOUSING TECHNOLOGY 2018 PROGRAMME

Q Hotels' Oxford Belfry, Oxfordshire
6-8 March 2018

HOUSINGTM TECHNOLOGY

HOUSING | IT | TELECOMS | BUSINESS | ECOLOGY

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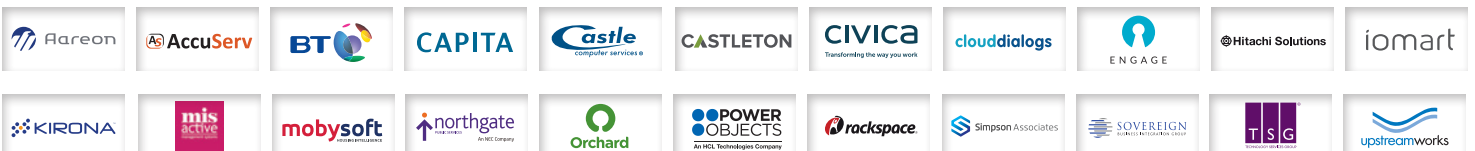
BUSINESS INTELLIGENCE



IT STRATEGY



COMMUNITY NETWORKING





GEORGE GRANT
 Publisher and Founder,
 Housing Technology

WELCOME TO THE NINTH ANNUAL HOUSING TECHNOLOGY CONFERENCE

We are looking forward to welcoming you once again to our conference. This year promises to be our most exciting yet and has grown in popularity to become the UK's largest and most influential conference for IT professionals in the housing sector. This is thanks to all of our community of readers, speakers, sponsors and exhibitors who have spread the word and who are key to all of our activities.

For 2018, Housing Technology has put together a wide selection of presentations (pages 4-7) from housing providers and IT suppliers of all sizes, covering the most relevant topics in our

sector as well as two brilliant keynote presentations (page 8). You can pick and choose any presentation during the event; no pre-booking is necessary.

OUR COMMUNITY

Join in with the latest news by contributing on our various channels. The conference Twitter feed @housingtech will be continually updated in the lead up and throughout the conference. Feel free to use #housingtech2018. You can also keep in touch via Instagram and LinkedIn.

AS PART OF THE OVERALL CONFERENCE, WE ALSO HAVE THREE EVENING EVENTS:

PRE-EVENT DRINKS RECEPTION

18.00 Tuesday 6th March

Housing Technology is hosting an informal drinks and canapé reception at the Oxford Belfry during the evening of Tuesday 6th March to which all delegates, speakers, sponsors and exhibitors are invited as Housing Technology's guests.

EVENING RECEPTION

17.00 Wednesday 7th March

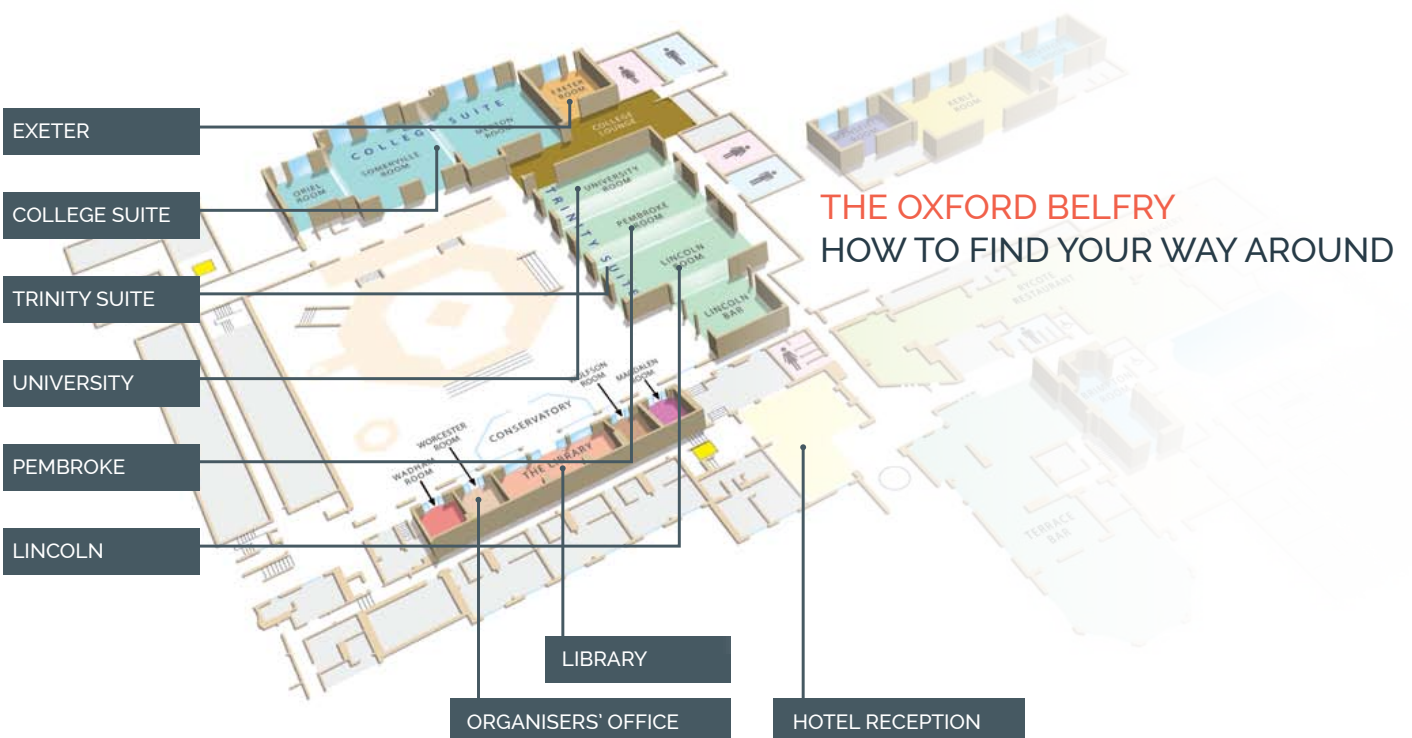
We are hosting an early-evening drinks and canapé reception from 5-6.30pm on Wednesday 7th March to which all delegates, speakers, sponsors and exhibitors are invited as Housing Technology's guests.

INFORMAL DINNER

19.30 Wednesday 7th March

Following the evening reception, there will be an informal supper (dress: smart/casual) which all delegates, speakers, sponsors and exhibitors are welcome to attend. Please note that pre-booking is required; please see the event website, contact the organisers or go to the hotel's reception desk.

Please feel free to ask us any questions throughout the conference or email conference@housing-technology.com.



HOUSING™ TECHNOLOGY

2018 | CONFERENCE AND
EXECUTIVE FORUM



EXHIBITOR FLOORPLAN

COLLEGE SUITE

TRINITY SUITE

UNIVERSITY

0830

REGISTRATION & BREAKFAST

1000



KEYNOTE | TRINITY SUITE
RICHARD PARKS,
 Extreme Environment Athlete

Inspiring a
 'can do' attitude

1100

AAREON

Going on a digital journey...
 With social housing

SPONSOR

1215

YOUR HOUSING & ACCUSERV

Don't put a digital face on
 an analogue body

SPONSOR

1300

LUNCH

1430

ORCHARD

Data-driven housing -
 Unlocking the power of
 data science

SPONSOR

1530

CIVICA

Panel discussion:
 Laying the foundations for
 transformation

SPONSOR

1700 - 1800

EVENING RECEPTION | OPEN TO ALL AT HOUSING TECHNOLOGY 2018

1930 - 2100

INFORMAL DINNER | OPEN TO ALL AT HOUSING TECHNOLOGY 2018
 PRE-BOOKING REQUIRED

PEMBROKE

LINCOLN

EXETER

LIBRARY

THRIVE HOMES & SOVEREIGN BUSINESS INTEGRATION GROUP

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Migration to the cloud
- Azure & Office 365

CAPITA

SPONSOR

An AI enabled world of housing: Skynet or Robotopia?

UPSTREAM WORKS

SPONSOR

Building the capabilities for next generation omni-channel CX

LINK HOUSING

Facing the challenges of a digital world

TSG

SPONSOR

Panel discussion: Supercharge your Office 365 investment

ACCENT GROUP

People, data & things - Why your ICT strategy isn't working

BROMFORD GROUP

Business strategy - Helping organisations unlock digital & agile

COASTAL HOUSING

Mindset shift - The people stuff

HOUSING SOLUTIONS & CASTLETON TECHNOLOGY

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A technology partnership, driving change & innovation

MOBYSOFT & SMART DCC

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The biggest digital transformation in UK history

RACKSPACE

SPONSOR

The journey to the cloud - How to ensure flexibility & scale when faced with the housing sector's evolving ambition?

FLAGSHIP GROUP

How we learned to stop worrying & start changing

HOMES FOR HARINGEY & CLOUD DIALOGS

SPONSOR

A dashboard revolution

IOMART

SPONSOR

How to kickstart your journey to Microsoft Azure

BRIGHTON & HOVE CITY COUNCIL

Using IoT to measure building performance

PARADIGM HOUSING

Ditch Dynamics - Invest in low code & RAD...



	COLLEGE SUITE	TRINITY SUITE	UNIVERSITY
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0830

REGISTRATION & BREAKFAST

0930



KEYNOTE | TRINITY SUITE
SIR CLIVE WOODWARD OBE

Tackling change

1045

CATALYST HOUSING
Architecting the GDPR-ready enterprise

1200

NORTHGATE PUBLIC SERVICES
Panel discussion: The future of IT in housing

SPONSOR

1245

LUNCH

1345

COLNE HOUSING
Managing the managed service provider

1445

FUTURES HOUSING
Operating model disruption & the journey towards an agile organisation

SPONSOR

1600

CLOSE

PEMBROKE

LINCOLN

EXETER

LIBRARY

BT

How do we drive digital transformation?

SPONSOR

RHP

The evolution of the goldfish

ACUTANCE CONSULTING

Transforming pre-tenancy in a digital world

GREENSQUARE GROUP

Moving DR to Azure Site Recovery

POWER OBJECTS

Maturing the commercial business model in housing

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ENGAGE PROPERTY TECHNOLOGY

Stop focusing on your staff & start looking after your customers!

SPONSOR

HITACHI SOLUTIONS

Are you looking beyond just new software?

SPONSOR

WREKIN HOUSING TRUST

Mind the skills gap!

TRAFFORD HOUSING TRUST

The future is now

UNITED WELSH

What does the housing provider of the future look like?

CHS & CLARION FUTURES

4G & five years in Fenland

SOHA HOUSING

Procuring & implementing a new system

WALES & WEST HOUSING

The impact of the move towards greater IaaS & SaaS

HIGHTOWN HOUSING

Implementing systems in a non-perfect world

KEYNOTE PRESENTATIONS



RICHARD PARKS Extreme Environment Athlete

Inspiring a 'can do' attitude

Wednesday 7 March

WEDNESDAY | TRINITY SUITE | 1000

Richard Parks is a world record-holding extreme environment athlete, having previously been a Welsh international rugby player. His pioneering expeditions and projects have pushed the boundaries of human performance while each having a social or charitable impact. He is a Sport Wales board member, award-winning author, BAFTA-nominated television presenter and Visit Wales ambassador.

Richard first made history in 2011, becoming the first person to climb the highest mountain on each of the world's seven continents and stand on all three poles (The North Pole, The South Pole and the summit of Everest) within the same calendar year. He completed his world-first expedition named The 737 Challenge in under seven months, a feat which has been recognised by Guinness World Records and broadcast internationally.

In 2014, Richard became the fastest Briton in history to ski solo and unsupported from the coast of Antarctica to the South Pole, taking nine days off the previous British record and becoming the first Welshman to complete this iconic 1,240km expedition. His journey was broadcast on Channel 5, the series since shown in over 14 countries.



SIR CLIVE WOODWARD, OBE

Tackling change

Thursday 8 March

THURSDAY | TRINITY SUITE | 0930

Sir Clive Woodward, OBE returns to the Housing Technology conference five years after his 2013 keynote appearance, with the theme of 'Tackling Change'.

Clive's reputation as an innovative leader is driven by his determined approach to challenge traditional schools of thought and find new and different ways of operating. In his talk on 'Tackling Change', he will highlight the importance of embracing change and will illustrate how teams and individuals' ability to take on board and learn new skills and perform under pressure in a constantly changing environment are two key skills for succeeding in today's workplace.



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Aareon





BUSINESS & TECHNOLOGY PRESENTATIONS

		<p>We will explore the needs of the sector and how the application of digital technology is helping to create more flexible organisations and supporting tenants.</p> <p>The distance travelled and the digital capabilities applied will vary by organisation but it may pay to heed trip advice or travel with companions and tour guides. We also plan to look around the bend at the next leg of the journey.</p>	<p>Nigel Rees joined Aareon UK in July 2017 after a brief spell at the Home Office as a director of finance within immigration, preceded by seven years delivering mobile solutions and 10 years in the sports, fashion and outdoor sector.</p>	<p>Aareon UK is the leading supplier of housing management and digital solutions in the UK.</p> <p>The Aareon product suite offers a truly integrated, highly-functional and flexible end-to-end solution designed specifically to meet the needs of social housing, including Housing Management – Financials – Self-Service App – Mobile Working – Tenant Portal – iAppoint.</p>
<p>WEDNESDAY UNIVERSITY 1100</p> <p>AAREON</p> <p>Going on a digital journey.. With social housing</p> <p>Nigel Rees, joint managing director, Aareon UK</p>				

		<p>I previously worked in recruitment where we spent a lot of time matching people to jobs according to whether they liked people, data or things!</p> <p>When I took over the Accent IT department four years ago, I found out that our ICT staff loved 'things' (systems, equipment and gadgets), yet our wider staff were essentially people-oriented and afraid of the 'things'! This is our story of how we've balanced the needs of all our people.</p>	<p>Steve Dungworth is responsible for Accent's digital and people strategies. He is a dedicated change agent with a passion for excellence.</p>	<p>Accent has been providing high-quality social housing for rent and sale for 50 years and we remain firmly committed to providing our residents with the excellent homes and top-quality services they have a right to expect. We own and manage over 22,000 homes.</p>
<p>WEDNESDAY LINCOLN 1215</p> <p>ACCENT GROUP</p> <p>People, data & things - Why your ICT strategy isn't working</p> <p>Steve Dungworth, head of corporate services, Accent Group</p>				

		<p>Using his experience from a non-IT past, Barry Marlow will reveal how many pre-tenancy offers are based on analogue language and behaviours in a digital world.</p> <p>Often misplaced emphasis on 'the void' is blind-siding us to the potential of digitising pre-tenancies for the benefit of new residents and the landlord. While the technology is mostly already in place, do our managers and users, embrace its full potential?</p>	<p>Tony Smith is well-known as the UK-wide 'Housing!Tguy' and critical friend.</p> <p>His no-nonsense approach to helping housing providers to choose the right solutions, using his encyclopaedic knowledge of the sector and its solutions, is renowned</p>	<p>Barry Marlow is a critical friend. His job description is simple: check, challenge, co-operate.</p> <p>Barry has checked what used to be called 'voids management' and is disappointed at a lack of digitised thinking, reinforced by a traditional silo mentality.</p> <p>This has become the challenge. Why are there gaps that recognise more careful, quality lettings that prevent tenancy failure and save money?</p>
<p>THURSDAY EXETER 1045</p> <p>ACUTANCE CONSULTING</p> <p>Transforming pre-tenancy in a digital world</p> <p>Tony Smith, Acutance Consulting & Barry Marlow, Friends Critical</p>				

		<p>Brighton & Hove's housing and digital transformation teams have joined forces to deliver a project measuring temperature and humidity in one of our seniors' housing schemes.</p> <p>We are using sensors to monitor building performance prior and post refurbishment works to the building. We are building a mobile app and working with tenants to evaluate the performance of the sensors.</p>		
<p>WEDNESDAY EXETER 1530</p> <p>BRIGHTON & HOVE CITY COUNCIL</p> <p>Using IoT to measure building performance</p> <p>Neil Cholerton, 'digital first' enterprise architect & Sharon Davies, business & performance project manager for property & investment, Brighton & Hove City Council</p>				

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BUSINESS & TECHNOLOGY PRESENTATIONS

 	<p>Arguably, the lack of understanding of digital on many boards and senior executive teams has resulted in technology being seen as an area of risk and cost rather than opportunity.</p> <p>It's meant ownership and governance have become neglected issues across almost the entire sector, with few being willing to explore radical alternatives to conventional ways of working. Does the answer lie in how IT engages in strategy?</p>	<p>David Anderton is a transformation and ICT director with significant experience in shaping and delivering programmes and ICT services.</p> <p>He joined Bromford in 2016, having previously worked across the public and private sectors in manufacturing, utilities, local government and the NHS.</p>	<p>Bromford is a business with a social purpose whose objective is to inspire our customers to be their best.</p> <p>For more than 50 years we've provided customers with new and affordable homes and delivered a range of services aimed at reducing welfare dependency and generating social value in employment, education, health and community safety.</p>
<p>WEDNESDAY EXETER 1215</p> <p>BROMFORD GROUP</p> <p>Business strategy - Helping organisations unlock digital & agile</p> <p>David Anderton, transformation & ICT director, Bromford Group</p>			

 	<p>Digital transformation has created a unique marketplace with challenges and opportunities, as organisations must plan and execute their digital strategy enabling innovative technologies, while also understanding the cultural impact this change will have on staff and customers.</p> <p>Will this transformation drive efficiencies and positively affect profit that can be realised swiftly, how can it impact customer experience and enable positive communities to enhance better health and wellbeing?</p>	<p>Nicola Millard has been at BT for 27 years. She regularly pops up on radio and TV around the world, including appearances on 'Woman's Hour', 'Tech Tent', 'The Genius of Invention' and 'Back in Time for the Weekend' for the BBC. She has done a TED talk about why people accept or reject technologies and is also a judge on a number of award panels.</p> <p>Phil Newton leads the customer experience innovation programme within BT's research and innovation team. Working closely with technology scouts and new start-ups across the globe, he focuses on discovering and applying new innovations across BT.</p>	<p>BT is one of the world's leading communications services companies. We serve the needs of customers in the UK and in 180 countries worldwide.</p> <p>Our business and public-sector division sells communications and IT services in the UK and Republic of Ireland and are leaders in fixed-voice, networking, cloud services and broadband. We are the part of the organisation that supports you and the rest of the UK's housing associations.</p>
<p>THURSDAY PEMBROKE 1045</p> <p>BT</p> <p>How do we drive digital transformation?</p> <p>Dr Nicola Millard, head of customer insights & futures, and Phil Newton, innovation consultant, BT</p>			

 	<p>In a world where chatbots can support tenant self-service, where connected homes can improve asset management and increase the move to pro-active maintenance, where will your IT be in 10 years' time?</p> <p>Artificial intelligence isn't just isolated to the realms of science fiction; it is being implemented right now across the financial, legal and healthcare sectors. With these technologies becoming mainstream, and with development moving at a phenomenal pace, how can social housing reap benefits from their implementation?</p> <p>In this session, Stewart Davison posits a future for social housing in which it has embraced the world of AI for both tenants and staff. Could we see a social landlord with an AI housing officer in the near future?</p>	<p>Stewart Davison specialises in identifying where innovative technology can support increased efficiency and service delivery in the UK social housing sector. He is a passionate advocate for social housing and works towards ensuring that the sector is not left behind by the 'fourth industrial revolution'</p>	<p>Capita's One is dedicated to navigating the rapidly-transforming technology sector to support your services and fulfil your needs across housing and asset management, contractor solutions, customer service transformation and financial management.</p> <p>From smart homes to AI-enabled self-service, all within one innovative system, provided by a proven business partner.</p>
<p>WEDNESDAY LINCOLN 1100</p> <p>CAPITA</p> <p>An AI enabled world of housing: Skynet or Robotopia?</p> <p>Stewart Davison, head of business development, Capita's One Housing</p>			

 	<p>GDPR is surrounded by misinformation in the media that is fuelling scaremongering around potential large fines for non-compliance. Adrian Leung aims to separate the GDPR myths from the reality.</p> <p>He will provide an overview of the key GDPR requirements, with emphasis on those relevant to housing. He will then highlight some potential challenges housing providers may face during their journey towards compliance, and will share pragmatic approaches to meeting some of the requirements.</p>	<p>Adrian Leung leads Catalyst's multi-year security and privacy transformation programme. He is also the founder and chair of the Housing Security & Privacy Forum and has advised many housing associations on their approach to security and privacy.</p>	<p>Catalyst is one of the leading housing associations in London and the South East.</p> <p>As a major developer of homes for sale and rent for people on all incomes, we currently own and manage over 22,000 properties.</p>
<p>THURSDAY UNIVERSITY 1045</p> <p>CATALYST HOUSING</p> <p>Architecting the GDPR-ready enterprise</p> <p>Dr Adrian Leung, head of information security, Catalyst Housing Group</p>			

A photograph of two men in a meeting. The man on the left is older, with grey hair, wearing a dark green sweater. The man on the right is younger, with brown hair tied back, wearing a white shirt. They are both looking towards the right. The background is a bright, modern office with large windows and other people blurred in the distance.



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BUSINESS & TECHNOLOGY PRESENTATIONS

 	<p>This session will cover first-hand experience from five years of delivering personalised digital outreach within the nationally-acclaimed Making Money Count financial confidence programme.</p> <p>From engaging over 200 learners, with many experiencing a high level of exclusion, we will share some of the key technical and personal challenges of engaging tenants and describe the broad range of impacts from our interventions.</p>	<p>Liz Stannard is responsible for national money and energy guidance teams delivering in-home and phone support to residents through Clarion Futures, part of Clarion Housing Group.</p> <p>James Lewis has been working on digital inclusion, employability and guidance for over 10 years at CHS, is now working on an ESF/Big Lottery-funded financial capability project.</p>	<p>Making Money Count is a partnership between Clarion Futures, CHS Group, Citizens Advice Rural Cambs and Fenland District Council and is funded by the Big Lottery.</p> <p>Clarion Futures is a charitable foundation and is part of Clarion Housing Group which has 125,000 properties.</p> <p>CHS Group has around 2,400 properties in Cambridgeshire.</p>
<p>THURSDAY EXETER 1345</p> <p>CHS & CLARION FUTURES</p> <p>4G & five years in Fenland</p> <p>Liz Stannard, guidance manager, Clarion Futures (part of Clarion Housing), & James Lewis, digital inclusion officer, CHS Group</p>			

 	<p>Today's economic and political landscape presents you with many challenges. Increased demand for social housing, tenant and employee demand for online services coupled with pressure to improve services while decreasing costs mean that significant transformation is required in order to survive.</p> <p>Can technology really enable change and if so how? How do you build the business case for investment in technology? Can technology support successful collaboration with other public services providers and stakeholders?</p> <p>Join this interactive session to share experiences and learnings that can help you agree a technology blueprint that will successfully support transformation.</p>	<p>Colin Sales is the managing director of 3C Consultants, one of the largest providers of specialist ICT consultants to the social housing sector. 3C is at the forefront of helping organisations in digital business transformation, best utilising technology to improve service while keeping costs under control. Colin has been the managing director of two successful ICT managed services businesses over the last 25 years and has had an active involvement in the social housing sector for over a decade.</p> <p>Paul Aitken has over nine years' experience in the housing sector. He has been involved in numerous system implementations such as DRS, Keystone, Cx and Kirona's DRS/Infosuite. He also works with DTL Creative on other project implementations for other housing providers and councils.</p>	<p>Civica provides a comprehensive portfolio of digital and technology solutions to help social housing providers deliver improved tenant services and greater efficiency. We also provide market-leading asset and repair management solutions to drive major cost and utilisation benefits. Our housing solutions support over 500 organisations that provide services for five million tenants and manage over 2.5 million properties.</p> <p>Please see www.civica.com/housing.</p>
<p>WEDNESDAY UNIVERSITY 1530</p> <p>CIVICA</p> <p>Panel discussion: Laying the foundations for transformation</p> <p>Colin Sales, managing director, 3C Consultants, Richard Hawkins, IT systems & service manager, Red Kite Community Housing, Ian Whitwell, director of ICT, Muir Group, and Paul Aitken, IT manager, South Lakes Housing</p>			

 	<p>To transform IT, businesses need people who are engaged, invested and committed. How can IT leaders support and inspire valued colleagues during role reinventions, especially when this involves moving significant operations to third-party control, or to automation at the platform level?</p> <p>Hear how Coastal Housing's IT team adapted when they faced exactly this situation.</p>	<p>Mark Elias is part of a great team who deliver and sustain IT services that matter. He recently completed Coastal's ILM-endorsed Advanced Leadership programme.</p> <p>He also enjoys inflicting verse on unsuspecting ears; his Housing Technology 2018 talk being no exception..</p>	<p>Coastal Housing Group is a Welsh not-for-profit charity, existing for the benefit of communities in Swansea, Neath, Port Talbot, Bridgend and Carmarthenshire.</p> <p>We are experts in supporting older people, property adaptations and people who need help managing their tenancies. We have also developed a robust commercial portfolio that mirrors and supports the organisation's ethos and values, leading the way with a programme of town-centre, mixed-use regeneration.</p>
<p>WEDNESDAY LIBRARY 1215</p> <p>COASTAL HOUSING</p> <p>Mindset shift - The people stuff</p> <p>Mark Elias, IT infrastructure manager, Coastal Housing</p>			

 	<p>Your executives have had an idea: let's outsource the ICT department so that we can focus on our core activities and leverage a skillset we don't have internally. A stroke of genius or a moment of madness?</p> <p>What works and what doesn't, the benefits and pitfalls of outsourcing your entire ICT infrastructure, and what you need to be aware of if you set off down this path.</p>	<p>Andrew Harris has 30 years' experience at senior levels in ICT, half of which have been gained in social housing.</p>	<p>Colne is a vibrant, growing housing association specialising in enabling independent living. As a major builder, we provide a range of new homes of all types of tenure to meet the needs of our customers in Essex, Suffolk and beyond.</p>
<p>THURSDAY UNIVERSITY 1345</p> <p>COLNE HOUSING</p> <p>Managing the managed service provider</p> <p>Andrew Harris, interim ICT director & head of service, Colne Housing</p>			

'An AI enabled world of housing: Skynet or Robotopia...?'

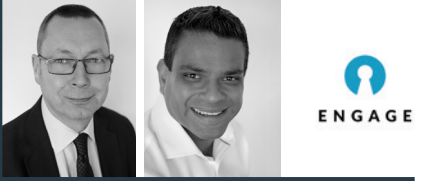
Presented by Stewart Davison

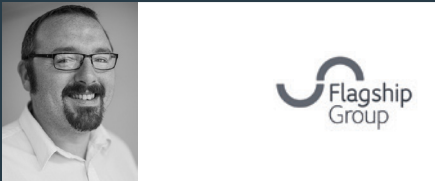
Head of Business Development,
Capita's One Housing

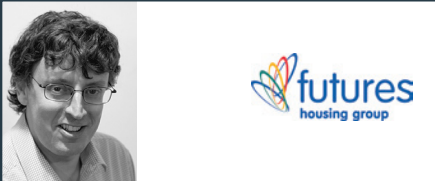
In a world where chatbots can support tenant self-service, where connected homes can improve asset management and increase the move to pro-active maintenance...


Where will *your* technology be in 10 years' time?

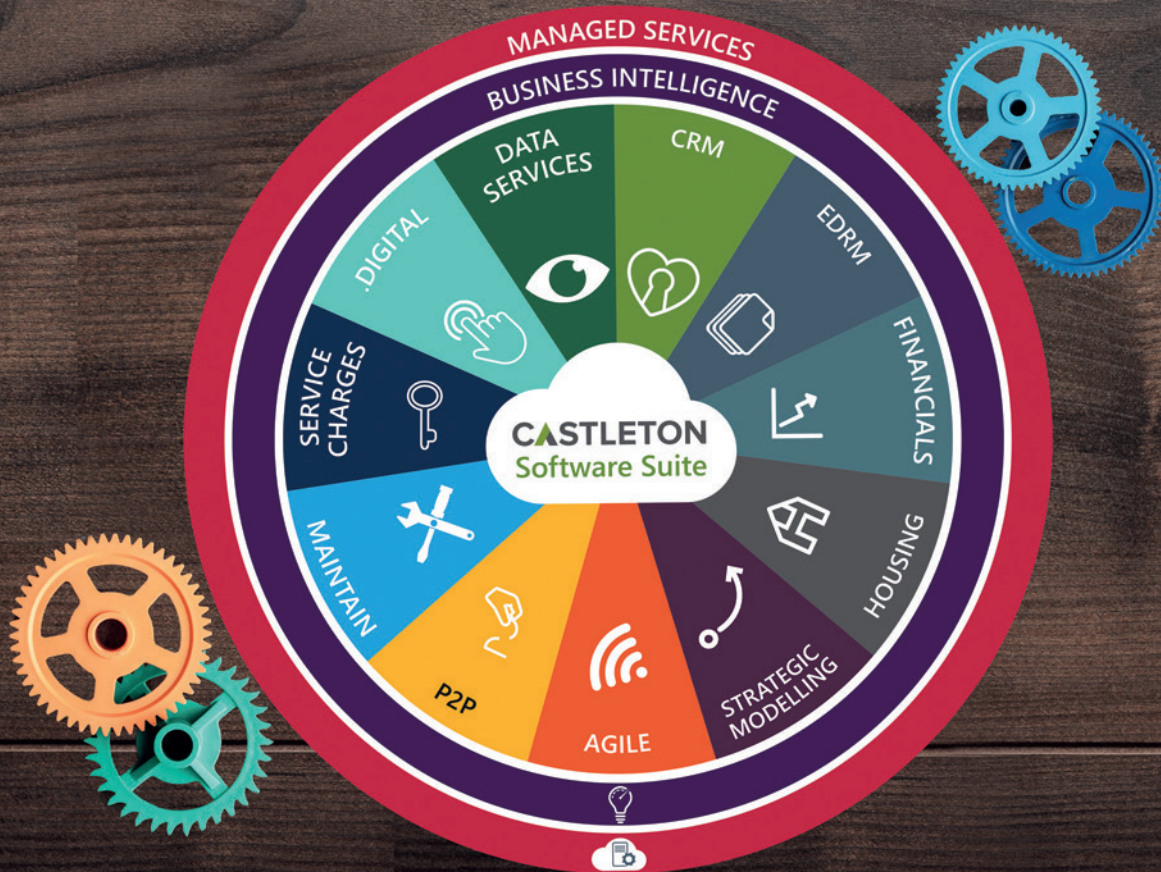
BUSINESS & TECHNOLOGY PRESENTATIONS

	<p>A look at how systems design is shifting away from satisfying what staff think they need and to delivering what customers are demanding.</p> <p>PRS organisations are championing this approach and the social housing sector is quickly catching up. Engage will look at how starting with customers' needs delivers a system that is fit for purpose.</p>	<p>Peter Watson has wide experience across the property sector including six years as the CIO of L&Q. He has led Engage in delivering customer-centric solutions into PRS, commercial and social housing organisations.</p> <p>Mitesh Patel is a founder of Engage Property Technology. He has a wealth of knowledge and insights into this new evolving industry.</p>	<p>The world is changing and so are the expectations of people who rent. Engage supports all types of property organisations on their journey towards digital efficiency.</p> <p>Engage portals are the new heartbeat of the relationship between landlords and residents who today expect to be treated like customers. They enable landlords to cut costs, deliver better customer service, build communities and to have a personalised relationship with their customers.</p>
<p>THURSDAY LINCOLN 1200</p> <p>ENGAGE PROPERTY TECHNOLOGY</p> <p>Stop focusing on your staff & start looking after your customers!</p> <p>Peter Watson, director, & Mitesh Patel, CEO, Engage Property Technology</p>			

	<p>What is innovation, why do we need it, and how do we do it?</p> <p>This presentation gives an overview of Flagship's approach to innovation, showcasing the real-world impact emerging technologies can have on both customer service and cost, and discusses how embracing change can drive a culture of relentless, continual improvement.</p>	<p>As a hands-on leader and workplace coach, Matt Brazier leads Flagship's digital transformation programme, with a purpose to help business leaders automate, accelerate and re-engineer their service offerings</p>	<p>Flagship is a medium-sized housing association that manages 22,500 homes in the East of England.</p> <p>Over the last five years, it has invested heavily in its IT capability; under the leadership of Matt Brazier, the team has doubled in size due to the creation of a new technology team who work with senior leaders across the organisation to accelerate new, cutting-edge technologies into the business.</p>
<p>WEDNESDAY LIBRARY 1430</p> <p>FLAGSHIP GROUP</p> <p>How we learned to stop worrying & start changing</p> <p>Matt Brazier, chief executive, Flagship Group</p>			

	<p>Futures Housing is transforming its operating model as it seeks to be lean and local, built for growth, financially strong, flexible, provide effortless customer experiences and operate as one organisation by 2020.</p> <p>This presentation will overview the wins, losses and learning points from the implementation of agile working practices and technologies (including Microsoft Skype for Business and Enghouse Contact Centre).</p>	<p>Gavin Hitchcock has worked for Futures since 2006 and has seen the group double in size over this period. Having worked in the public, private and not-for-profit sectors, he firmly believes that "technology is easy – it's change and people that are difficult."</p>	<p>Our mission is to create great homes, quality services and inspiring futures.</p> <p>We employ over 300 people, manage 9,000+ homes in the East Midlands, co-own Access Training, own a grounds maintenance social enterprise company (Futures Greenscape) and Limehouse, a commercial development company building homes for sale, market rent and shared ownership.</p>
<p>THURSDAY UNIVERSITY 1445</p> <p>FUTURES HOUSING</p> <p>Operating model disruption & the journey towards an agile organisation</p> <p>Gavin Hitchcock, head of ICT, Futures Housing Group</p>			

	<p>GreenSquare has implemented Microsoft Azure site recovery to reinvent its business continuity and DR capabilities. The use of hybrid cloud has reduced costs by 70 per cent and increased recovery times from four days to three hours.</p> <p>All on-premise virtualised servers are now live 'streamed' to the cloud which results in 15-min recovery points for the entire infrastructure, with three days of chronological roll-back points for the entire IT estate. Come and hear how we did it and what we learned along the way.</p>	<p>Rob Fletcher has developed a new ICT strategy around hybrid cloud adoption, using Microsoft Azure to enable GreenSquare's digital transformation.</p> <p>Warren O'Neill and Darren Pritchard were responsible for building out GreenSquare's updated disaster recovery platform.</p>	<p>GreenSquare Group is a pioneering housing, regeneration and social investment agency working throughout Wiltshire, Oxfordshire and Gloucestershire.</p> <p>GreenSquare manages 13,000 homes and has a turnover of £87 million.</p>
<p>THURSDAY LIBRARY 1045</p> <p>GREENSQUARE GROUP</p> <p>Moving DR to Azure Site Recovery</p> <p>Rob Fletcher, group head of ICT, Warren O'Neill, infrastructure manager, and Darren Pritchard, senior ICT infrastructure engineer, GreenSquare Group</p>			



Truly Integrated Housing Solutions.

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'Castleton and Housing Solutions: A true technology partnership-driving change and delivering innovation'.
See agenda for more details.

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CASTLETON

BUSINESS & TECHNOLOGY PRESENTATIONS

		<p>A successful change programme must have user engagement and buy-in from the outset. In order to get new systems to work, you must have the right data. Without money and resources, you can't affect change. At the very least, you must have something that works!</p>	<p>Mark Carter joined Hightown in 2008 and set about improving the use of its existing asset management and housing systems. Since 2012 as director of business transformation, he and his team have overhauled systems in care, HR, finance and development.</p>	<p>Hightown is a charitable association that provides a wide range of housing and support services for people in housing need across Herts, Beds, Bucks and Berks.</p>
<p>THURSDAY LINCOLN 1445</p>				
<p>HIGHTOWN HOUSING</p>				
<p>Implementing systems in a non-perfect world</p>				
<p>Mark Carter, director of business transformation, Hightown Housing</p>		<p>But what if you don't have any of the above? This presentation explains how Hightown has successfully implemented IT systems from this situation.</p>		<p>Hightown now manages almost 6,000 homes and employs 900+ staff in over 70 care and supported housing schemes, has an annual turnover of £71 million and a development programme that will deliver over 1,000 new affordable homes over the next two years.</p>

		<p>Hitachi Solutions has spent two years working with one of the UK's largest housing providers to create the only fully-integrated digital system on the Microsoft platform.</p>	<p>Cher Lewney has ten years' IT and transformation delivery experience in the housing sector. She has first-hand knowledge of the challenges you face today. She is here to demonstrate how using our systems will help you achieve your business objectives.</p>	<p>At Hitachi Solutions, we know your industry inside out.</p>
<p>THURSDAY EXETER 1200</p>				
<p>HITACHI SOLUTIONS</p>				
<p>Are you looking beyond just new software?</p>				
<p>Cher Lewney, head of housing, Hitachi Solutions Europe</p>		<p>But we don't just provide impressive technology. We provide trusted partners to work alongside you, because we employ housing professionals. Come to this session to find out exactly how you can succeed in your digital transformation.</p>		<p>How do we know? Because we employ industry professionals who understand the challenges you face today and how you need to evolve in the future.</p> <p>We speak your language, we understand your customers, and we share your vision for the future.</p>

		<p>Haringey's DLO carries out virtually all work on the council's 22,000 properties. The way the service is run has been completely and radically overhauled, with live personal KPI dashboards at the heart of every process.</p>	<p>Pete Davey has been head of IT at Homes for Haringey since 2006. He has become an advocate for real-time management, challenging the established backward-looking reporting culture and driving change within Haringey through the use of modern, easy-to-use</p>	<p>Homes for Haringey's repair service maintains 15,700 tenanted and 4,900 leasehold properties.</p>
<p>WEDNESDAY PEMBROKE 1530</p>				
<p>HOMES FOR HARINGEY & CLOUD DIALOGS</p>				
<p>A dashboard revolution</p>				
<p>Pete Davey, head of IT, Homes for Haringey</p>		<p>This presentation will be a live demonstration and discussion of the dashboards and how they've transformed the way everyone works, from the MD to supervisors and planners.</p>		<p>The DLO has 135 operatives and a total spend of £15 million, down from 200 staff and nearly £20 million four years ago. A thorough transformation of the way the service is run included replacing multiple job management, scheduling and mobile systems with a single SaaS solution from Cloud Dialogs, which now supports the entire service.</p>

		<p>Housing Solutions has entrusted Castleton as a key technology partner, maximising this partnership to fulfil their business transformation requirements and demand for innovative solutions.</p>	<p>Richard Harvey has worked at Housing Solutions for 14 years and has experience in a variety of roles. He has been ICT manager since 2012 and has worked on projects including virtualising the ICT infrastructure and improving customer access to online services.</p>	<p>Castleton's technology solutions are used by over 600 housing providers across the UK, RoI and Australia.</p>
<p>WEDNESDAY PEMBROKE 1430</p>				
<p>HOUSING SOLUTIONS & CASTLETON TECHNOLOGY</p>				
<p>A technology partnership, driving change & innovation</p>				
<p>Richard Harvey, ICT manager, Housing Solutions</p>		<p>They have worked closely with Castleton to implement software solutions and Castleton's 'desktop as a service' to support their digital first strategy. Richard Harvey will share their journey and why they believe a long-term technology partnership is key for success.</p>		<p>Formed by several strategic acquisitions, Castleton is the natural choice for an organisation looking for a true technology partner.</p> <p>With our wealth of experience and proven track record, we are the go-to supplier for software, infrastructure and hosted solutions. Every day, our software is used by over 18,000 professionals worldwide.</p>



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BUSINESS & TECHNOLOGY PRESENTATIONS

 <p style="text-align: right; font-size: 2em; font-weight: bold;">iomart</p>	<p>This presentation will explain how iomart has helped organisations use Azure to enable successful business transformation.</p>	<p>Nick Martin is a highly-regarded services leader with a long track-record of working with clients to deliver successful digital transformation projects through technical excellence, resulting in operational improvement and measurable business outcomes.</p>	<p>iomart provides the secure and compliant managed cloud that is helping to drive efficiency, growth and innovation in the UK housing sector.</p>
<p>WEDNESDAY LINCOLN 1530</p> <p>IOMART</p> <p>How to kickstart your journey to Microsoft Azure</p> <p>Nick Martin, director of consultancy, iomart</p>	<p>We will talk through the steps required to overcome the challenges of legacy infrastructure, how to move your workloads, and how you can achieve significant cost savings, promote service innovation and reinvigorate your IT team. Using examples from recent projects, we will show you how to unlock the power of the cloud.</p>		<p>The most accredited cloud company in the UK, iomart identifies your key business, operational and security challenges in order to design and implement the best public, private or hybrid cloud environment for your business critical applications and data.</p>

 	<p>It's often said that the pace of digital change will never be as slow as it is today. That could be a frightening prospect for some and the sign of a better future for others.</p>	<p>Educated in Dublin and Coventry, Ken Fox has an MSc degree in Information Systems and is a Fellow of the CIPD. Ken has been designing change programmes for the past 15 years and is currently leading Link's transformation change programme from an ICT and digital perspective.</p>	<p>Link is a group of award-winning social enterprise companies serving more than 15,000 customers, making us one of the largest social landlords in Scotland.</p>
<p>WEDNESDAY LIBRARY 1100</p> <p>LINK GROUP</p> <p>Facing the challenges of a digital world</p> <p>Ken Fox, head of ICT & digital technology, Link Group</p>	<p>This presentation shares the challenges, successes and frustrations of digital transformation for a medium-sized housing provider, as it modernises service delivery, moves to protect its data and take the opportunities that a digital world could bring.</p>		<p>Since Link was established in 1962, we have become a leader in developing and delivering innovative homes and services for those in need.</p>

 	<p>Smart DCC's Roderick will discuss the biggest digital transformation in British history, as they roll out and connect every household in Britain with smart meters. He will explain how big data and predictive analytics can be used to identify and improve households affected by fuel poverty.</p>	<p>Matthew Roderick's role is to prepare DCC Smart infrastructure and services to support and encourage the transformation the UK energy industry through education and partnerships. Before DCC, he held senior positions at Vodafone, Nokia, HP and Fujitsu.</p>	<p>Mobysoft delivers time- and cost-saving solutions which create tangible ROI for the social housing sector, including its award-winning RentSense application for optimising frontline income management workloads.</p>
<p>WEDNESDAY LINCOLN 1430</p> <p>MOBYSOFT & SMART DCC</p> <p>The biggest digital transformation in UK history</p> <p>Glenn Phillips, technical director, Mobysoft, and Matthew Roderick, CIO, Smart DCC</p>	<p>Mobysoft's Phillips will then discuss how predictive and prescriptive analytics can be used to mine the internet of things to deliver real value to housing providers and their tenants.</p>	<p>Glenn Phillips has a wealth of experience leading technical and development functions in a variety of software and consulting businesses. Coupled with his technical expertise is his commercial grounding that gives him a track record in delivering innovative and commercially successful development strategies.</p>	<p>The software helps over 95 housing organisations (incl. half of the G15), maximise income, create efficiencies and mitigate welfare reform.</p> <p>On average customers achieve a 16 per cent arrears reduction in the first year as well as an average efficiency saving of 32 per cent and an income officer caseload reduction of 51 per cent. In the past two years, RentSense has helped reduce its customers' arrears by around £60 million.</p>

 	<p>Join our celebration and watch the panel debate the future of housing technology.</p>	<p>Trevor Hampton has been on the leading edge of technology for over 30 years, from developing some of the first mobile and web solutions to being involved in R&D for IoT and AI.</p>	<p>The housing sector is calling out for a fresh approach to managing their customers, processes and people.</p>
<p>THURSDAY UNIVERSITY 1200</p> <p>NORTHGATE PUBLIC SERVICES</p> <p>公営住宅の明るい未来に向けて</p> <p>Panel discussion: The future of IT in housing (come along to find out what we mean)</p> <p>Trevor Hampton, product director for housing solutions, Northgate Public Services</p>	<p>Is technology transforming the traditional view of social housing and can technology complement those views? What's the impact of technology for tenants, and do tenants want the changes they are likely to see in the next decade? Is 'invasive tech' the solution? What's the future of big data and predictive analytics in a data-driven sector? Can technology provide protection against fraud?</p>		<p>We push boundaries and raise standards to deliver positive change to shape a housing sector that thinks smart and works smarter.</p> <p>And with over 180 social housing customers and five millions tenants already relying on Northgate's innovations, we have the talent, technology and expertise that counts.</p>

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BUSINESS & TECHNOLOGY PRESENTATIONS



In this session, Orchard will explore the power of data science and how it is influencing Orchard's product delivery.

The world is consuming and storing data at an exponential rate: with GDPR around the corner, how do we navigate the challenges ahead to deliver intelligent, secure and compliant solutions that deliver benefits to both customers and housing providers? Also, hear about how Orchard has reshaped its product management philosophy to accelerate its delivery of digital solutions and why it is now essential to adopt an agile approach.

Chris Masey leads Orchard's digital strategy and works with Orchard customers to enhance product delivery. A passionate digital enthusiast, Chris played a key role in the launch of Orchard's next generation digital self-service platform and is responsible for all things digital at Orchard.

With over 35 years in business, we have built a stable foundation of expertise. But the housing sector is evolving and we are evolving with it.

We know our customers find our stability reassuring, but we want them to be excited by our innovation.

At Orchard, our story is people-first technology, delivering solutions with purpose that solve real problems in our customers' lives covering housing, CRM, finance and asset management.

See how we can help you: visit our stand to discuss further.

WEDNESDAY | UNIVERSITY | 1430

ORCHARD

Data-driven housing - Unlocking the power of data science

Chris Masey, digital solutions manager, Orchard



Gartner estimates demand for mobile apps will grow 5x faster than IT's capacity to deliver; low code is the solution.

Paradigm Housing is ahead of its time, having adopted low code for our in-house developed housing management and finance system. We have one version of the truth, we develop our own apps and have a significantly lower cost base than our peers.

What's not to like... Low code and RAD may be for you.

Adam Smith has extensive experience at Paradigm Housing as a business analyst and project manager, exploring innovative approaches to meeting business objectives and producing technical specifications to improve processes, increase efficiency and productivity.

Maureen Hopcroft is a highly-experienced interim leader with extensive expertise of leveraging technology to enhance business capability. She has significant experience of the housing sector underpinned by a background at a global consultancy and healthcare provider.

Paradigm Housing manages more than 14,000 homes across the South East of England.

In a challenging yet rewarding environment, it is making the best use of its resources including investing in IT.

Our new executive team is excited about leveraging our integrated in-house developed housing management and finance system to deliver richer operational and management information and to broaden our digital services offering.

WEDNESDAY | LIBRARY | 1530

PARADIGM HOUSING

Ditch Dynamics - Invest in low code & RAD..

Maureen Hopcroft, interim head of IT, & Adam Smith, business systems analyst, Paradigm Housing



Housing providers are becoming more commercially oriented. This means having to balance commercial growth with optimising service levels and improving operating margins.

In this session, hear how progressive housing providers are adopting IT solutions and standardising IT capabilities on a world-class solution from Microsoft, allowing them the flexibility and focus to deliver wider transformation where it really matters.

Following the acquisition of Axon Plc in 2009, Paul Rogers was part of HCL's management team that doubled the size of HCL's applications business to over \$2 billion. After the acquisition of PowerObjects in 2015 and the merger of HCL's Microsoft Dynamics capability, he has grown PowerObjects into one of the leading Microsoft Dynamics partners in EMEA.

Marco Amoedo has been part of the Microsoft Dynamics ecosystem for over 15 years and is a respected member of the Microsoft Dynamics community for his contributions to projects across multiple industries worldwide. Additionally, he has been awarded the Microsoft Most Valuable Professional Award for Microsoft Dynamics on five occasions.

PowerObjects, an HCL Technologies Company, is a leader in delivering Microsoft Dynamics 365 solutions through unparalleled offerings of service, support, education and add-ons.

Winner of the 2017 Microsoft Worldwide Partner of the Year award for Dynamics 365 Consulting and Systems Integration, PowerObjects has built an unmatched team of Dynamics 365 experts that help organisations increase productivity, streamline business processes and build better relationships.

THURSDAY | PEMBROKE | 1200

POWEROBJECTS

Maturing the commercial business model in housing

Paul Rogers, director of Microsoft Dynamics housing solutions, & Marco Amoedo, housing solution director, PowerObjects, an HCL Company



Today's cloud services can help you become more profitable, manage resources better and improve productivity. But how do you use them to create more resilient, commercially-focused organisations and which cloud solutions are best for your ambitions?

Rackspace's Lee James will share his thoughts, practical guidance and real-world examples of how IT leaders, both within and outside the housing sector, are re-thinking IT delivery and steering cloud-enabled business transformations.

He will be joined by Chris Cliff, IT procurement director, who will share his unique perspective on IT transformation in housing.

Lee James is responsible for Rackspace's business growth as well as initiating and driving relationships with key customers. He has 20+ years' experience across large-scale multinationals and agile-based environments, delivering industry-leading cloud, analytics, digital strategy and transformation.

Rackspace is the world's number one provider of IT as a service in today's multi-cloud world. It delivers expert advice and integrated managed services across public and private clouds, managed hosting and enterprise applications.

Rackspace partners with every leading technology provider, including Alibaba, AWS, Google, Microsoft, OpenStack, Oracle, SAP, and VMware. The company is uniquely positioned to provide unbiased advice on which technologies will best serve each customer's needs.

Rackspace was named a leader in the 2017 Gartner Magic Quadrant for Public Cloud Infrastructure Managed Service Providers, Worldwide and has been honoured by Fortune, Glassdoor and others as one of the best places to work.

WEDNESDAY | EXETER | 1430

RACKSPACE

The journey to the cloud - Ensuring flexibility & scale when faced with the housing sector's evolving ambition

Lee James, CTO, Rackspace

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BUSINESS & TECHNOLOGY PRESENTATIONS

	<p>RHP will give an update on their digital journey so far and how the sector's digital-only service for customers has been progressing.</p> <p>They'll share with you how their innovative online services have increased customer satisfaction and achieved cost savings.</p>	<p>Amina Graham joined RHP as executive director of corporate services in 2008 after 22 years at Marks and Spencer. She has a wealth of business experience in customer service, people management, organisational development and complex change delivery.</p> <p>Jonathan Creaser is an ITIL-qualified group head of ICT with a proven track record in social housing, outsourced services, travel, development, technology and commercial market sectors. He delivers strong ICT operational leadership along with strategic project implementation and management experience.</p>	<p>Formed in 2000, RHP is a London-based housing company that provides over 8,500 affordable homes.</p> <p>Known for its sector-leading levels of innovation (RHP has topped the Dolphin Innovation Index for the past three years running), RHP has produced many cutting-edge housing products and services. This includes RHPi, the UK's first all-digital housing service.</p>
<p>THURSDAY LINCOLN 1045</p> <p>RHP</p> <p>The evolution of the goldfish</p> <p>Jonathan Creaser, IT director, & Amina Graham, executive director of corporate services, RHP Group</p>			

	<p>Soha Housing recently implemented a new HMS; they will explain why they bought a new system, how they planned and resourced the implementation project and give an honest assessment of what went well.</p> <p>They will also talk about what obstacles they faced, what they would have done differently, what impact the project/system had on the business, and what lessons have been learned.</p>	<p>Nasreen Hussain has been director of finance & resources at Soha since 2014. She has worked in social housing for 25 years and has been finance director of numerous housing associations.</p> <p>Steve Bromley has worked in the social housing sector for 25 years, delivering a variety of IT-related projects.</p>	<p>Soha Housing is a community-based landlord with 6,500 properties operating in South Oxfordshire and neighbouring districts.</p> <p>In addition to focusing on delivering excellent customer service to tenants, Soha also delivers around 250 new homes each year which ensures its reputation as a high-performance organisation.</p>
<p>THURSDAY LIBRARY 1345</p> <p>SOHA HOUSING</p> <p>Procuring & implementing a new system</p> <p>Nasreen Hussain, director of finance & resources, & Steve Bromley, implementation project manager, Soha Housing</p>			

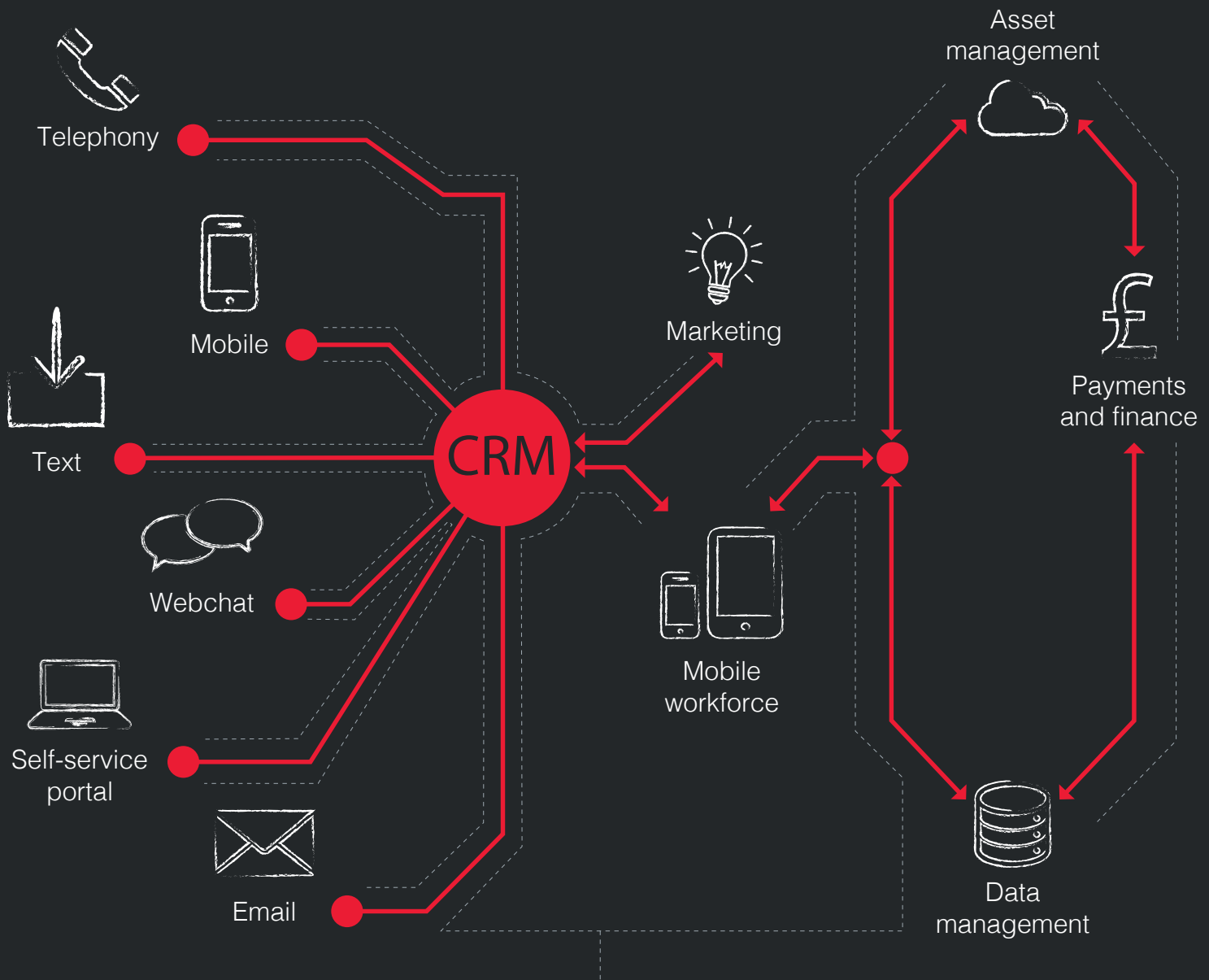
	<p>Thrive Homes migrated to the cloud (Microsoft Azure & Office 365) in January 2018, supported by Sovereign following a great deal of due diligence by both parties.</p> <p>The presentation will cover the reasons for the move, the challenges encountered and the practical business benefits. The presentation will stress that this isn't an overnight transition and getting the right solution is essential. The most challenging part was securing buy-in from the business which Sovereign and Thrive both felt was critical to ensure company-wide adoption.</p>	<p>As managing director of Sovereign Business Integration Group, Joanna Sedley-Burke is key to ensuring the implementation of initiatives and strategies that support clients' current business requirements, as well as supporting their future growth.</p> <p>John Stenton is Thrive Homes' IT strategic lead. Given his exposure to different technologies, he is an excellent fit for the role and drives innovation in the sector. Most recently Thrive has moved to Microsoft Azure; John is working with Sovereign Business Integration Group to ensure investment in this new technology is used to drive positive change.</p>	<p>Sovereign is an award-winning managed IT services company offering a fully-integrated approach to transforming the way businesses operate, focusing on making the people and the processes of a business more efficient and delivering technology to make them more effective.</p> <p>With our ISO27001:2013 accredited data centre and unparalleled expertise, we are dedicated to offering a high-level service and inspire confidence in our clients by doing so.</p>
<p>WEDNESDAY PEMBROKE 1100</p> <p>THRIVE HOMES & SOVEREIGN BUSINESS INTEGRATION GROUP</p> <p>Migration to the cloud - Azure & Office 365</p> <p>Joanna Sedley-Burke, managing director, Sovereign Business Integration Group John Stenton, IT manager, Thrive Homes</p>			

	<p>A quick look at where some B2C businesses have taken their online offers makes most of the offerings from social landlords look quite dated.</p> <p>On top of this, there is potential for voice and video to further transform customer interactions; of smart materials to revolutionise construction and maintenance; and for 'blockchain' to create unprecedented levels of trust with customers and our supply chain.</p> <p>The technology landscape for UK housing has never looked so promising..</p>	<p>Matthew Gardiner has 30 years' housing experience and is proud to lead a social enterprise contributing to the economic, social and environmental regeneration of Trafford.</p>	<p>Trafford Housing Trust is an independent housing association with 9,000 quality homes in the Trafford area. We also operate Laurus Homes, a profit-for-purpose property developer, TrustCare, a domiciliary care business and CleanStart social enterprise.</p> <p>Our £160 million joint venture with L&Q will enable us to deliver 2,000 homes over the next four years, creating social impact across the North West of England.</p>
<p>THURSDAY PEMBROKE 1345</p> <p>TRAFFORD HOUSING TRUST</p> <p>The future is now</p> <p>Matthew Gardiner, chief executive, Trafford Housing Trust</p>			

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BUSINESS & TECHNOLOGY PRESENTATIONS

 	<p>Find out how GreenSquare, Vivid and Broadland are maximising their Office 365 investments with TSG.</p> <p>Most organisations don't know what they can achieve with Office 365, so if you need to improve collaboration, automate processes, deploy enterprise document management, share knowledge, achieve compliance, manage quality and have all this integrated with your core HMS, you can't miss this session.</p>	<p>At TSG, we work with housing associations of all sizes across the broadest range of technologies to create efficiency and underpin compliance.</p> <p>We believe our ground-breaking work to connect SharePoint with all of the major housing management systems will unlock additional value for many organisations from their investment in Office 365.</p> <p>Our extensive portfolio of security, analysis and intelligent workflow tools and technologies supports the process of compliance with regulations such as GDPR.</p>
<p>WEDNESDAY PEMBROKE 1215</p> <p>TSG</p> <p>Panel discussion: Supercharge your Office 365 investment</p> <p>Paul Burns (CTO, TSG), Tony Hughes (SharePoint specialist, TSG), Rob Fletcher (group head of IT, GreenSquare Group), Anthony Hedges, (head of digital engagement, Broadland Group) & Neil Charlton (head of IT, Vivid Homes)</p>	<p>Coupled with Live Tiles, we are bringing these Office 365 tools together to create next-generation intranets, or more accurately a genuine digital workplace.</p>	

 	<p>Like many organisations, United Welsh is tackling the digital transformation journey; coming to grips with what it is and what it means for our business and customers, as well as the dilemma of understanding what is 'business as usual'.</p> <p>What is evolutionary and what is truly transformational? Is it true innovation or a tick-box exercise? This is our story so far...</p>	<p>United Welsh is a not-for-profit organisation providing housing and related services to people in South Wales.</p> <p>The United Welsh Group also incorporates an award-winning subsidiary, Celtic Horizons, which looks after all of its property services and was previously named the fifth best landlord in the UK.</p> <p>United Welsh currently manages almost 6,000 properties across 11 local authorities and in the last five years has built more than 1,000 homes and intends to build at least 1,300 more in the next five years.</p>
<p>THURSDAY LINCOLN 1345</p> <p>UNITED WELSH</p> <p>What does the housing provider of the future look like?</p> <p>Tracy Williams, digital transformation project lead, United Welsh</p>	<p>Tracy Williams has spent 17 years as head of digital solutions at United Welsh and has seen many changes and initiatives take place within the sector, with much more on the way.</p>	

 	<p>Today's customers expect a simplified, personalised experience across every interaction, every channel and every time they engage with an organisation. Successfully meeting these expectations requires innovation, and a strategy to balance that innovation with measurable business value.</p> <p>Join this session to explore a practical guide for next-generation tenant and resident engagement and discover how to derive the most benefit from your omni-channel connected CX platform.</p>	<p>Upstream Works provides best-in-class omni-channel contact centre software to increase agent success and customer satisfaction.</p> <p>We provide a full-featured, consistent, connected experience across all channels, interactions, applications and platforms. A single agent desktop provides increased visibility and insight into the customer journey, with deep integrations, management simplicity, and reporting.</p> <p>Organisations worldwide benefit from Upstream Works solutions, personalising engagements, increasing loyalty, improving efficiencies and transforming the customer, resident and tenant experience.</p>
<p>WEDNESDAY EXETER 1100</p> <p>UPSTREAM WORKS</p> <p>Building the capabilities for next generation omni-channel CX</p> <p>Andy McDonald, VP & GM, Upstream Works Software</p>	<p>Andy McDonald has a wealth of experience driving innovative customer contact strategies to deliver real business value. With over 15 years' industry experience, he brings a deep understanding of CX platforms, integrated omni-channel solutions and digital engagement programmes for the customer service journey.</p>	

 	<p>As services move into the cloud as IaaS or SaaS, IT departments' ability to control what is delivered to users is being eroded.</p> <p>Testing for compatibility has become crucial and the window for testing is getting ever smaller. This session will deliver a case study around the set up and effectiveness of a testing regime for Office 365.</p>	<p>Wales & West Housing has 12,000 properties across Wales, providing quality, affordable homes for more than 20,000 people.</p> <p>Established in 1965, Wales & West employs 400+ staff and works with 15 local authorities. Its current £138 million building programme will deliver 600 new homes within the next five years.</p>
<p>THURSDAY PEMBROKE 1445</p> <p>WALES & WEST HOUSING</p> <p>The impact of the move towards greater IaaS & SaaS</p> <p>Richard Troote, head of ICT, Wales & West Housing</p>	<p>Richard Troote has over 14 years' experience as a head of ICT within the housing sector, formerly chair of the CHC IT Network representing IT professional in Wales and founder member of CoraUK. He was previously a director of SPriNT Supporting People Software.</p>	

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or call: 0800 040 7228

BUSINESS & TECHNOLOGY PRESENTATIONS

 <p>The Wrekin Housing Trust</p>	<p>Finding it almost impossible to attract talent and condemned to paying fat finders' fees through agency recruitment (with no guarantee), we discovered a better way.</p> <p>As many perils and pitfalls as there are glorious opportunities (spotting potential is tougher than evidencing existing skills, and that's tough enough).</p>	<p>Paul Dudley ensures our technical strategy is fit for purpose, the development team suitably skilled & motivated, and the goods delivered on time (sort of).</p> <p>Adam Lawrence has to inspire today's youth towards a career in IT development, draw them in, sort, assess & select them, and hope that his judgements on spotting latent talent are right...</p>	<p>Wrekin Housing Trust is one of the largest social housing providers in the West Midlands, with almost 12,000 homes for rent and low-cost home ownership across Shropshire and Staffordshire.</p>
<p>THURSDAY LIBRARY 1200</p> <p>WREKIN HOUSING TRUST</p> <p>Mind the skills gap!</p> <p>Paul Dudley, business systems manager. Adam Lawrence, senior business systems manager. Danny Rushton & Jake Thorpe, Wrekin Housing Trust</p>	<p>Hear about our journey, how it has given us back the hope that we had lost in finding and securing vital IT talent.</p>	<p>Having seen the beneficial effects of 'grow-your-own talent', Danny Rushton developed Wrekin's strenuous 'boot camp' for potential apprentices.</p> <p>Jake Thorpe is the manifestation in the flesh of his & our achievements. Taken on straight from 6th form, two years' coaching and mentoring have delivered this capable and enthusiastic software developer you see before you!</p>	<p>Established in 1999, our portfolio of homes is growing through new developments and includes everything from apartments in well-established residential areas to town houses and family homes in rural and town locations.</p>

 <p>AS AccuServ</p>	<p>In the summer of 2016, Your Housing had no digital services for staff or customers, all repairs were contracted out and the contact centre didn't have any modern tools.</p> <p>With a mission to not fall into the trap of putting a digital face on an analogue body, YHG determined to do things differently, aggressively to go live in autumn 2017. Find out how we did it...</p>	<p>Neil Beckingham is responsible for the development and delivery of all aspects of technology, information management, BI and information security for Your Housing Group. He has been voted into the CIO UK Top 100 for each of the past three years</p>	<p>Your Housing Group owns and manages 28,000 homes across the North of England. Our mission is to create more places to thrive.</p>
<p>WEDNESDAY UNIVERSITY 1215</p> <p>YOUR HOUSING & ACCUSERV</p> <p>Don't put a digital face on an analogue body</p> <p>Neil Beckingham, chief information officer, Your Housing Group</p>			<p>Through innovation we will finance, build and manage more good-quality homes. We will offer a mix of tenures including innovative products to provide more security for people and more opportunity.</p>

PREDICTIVE ANALYTICS

DELIVERING AN IMMEDIATE RETURN ON INVESTMENT

Often IT vendors struggle to forecast the Return on Investment (ROI) of their projects. With RentSense it is different, Mobysoft can accurately predict the savings and ROI before go-live. What's more the average ROI with RentSense is measured in weeks not years!

There are over 95 social landlords creating and embedding efficiencies with RentSense.

To find out the average ROI for a RentSense project visit Mobysoft's stand at Housing Technology 2018.



See us at
Housing
Technology
7-8 March
2018

www.mobysoft.com

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enquiries@mobysoft.com

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Aareon UK is the leading supplier of housing management and digital solutions to the social housing sector, with over 150 customers managing over 750,000 units of stock on Aareon software in the UK.

Operating in six countries throughout Europe, Aareon leads the way with solutions that enable landlords to transform their business and deliver a leading service to their customers.

Our position as a profitable, growing and innovative organisation enables us to set the standard for business processes in the housing sector both today and in the future.

With our many years of industry-specific knowledge, our strength lies in our ability to provide a comprehensive product suite, providing you with a total end to end business solution:

- Housing
- Financials
- Personnel & payroll
- Reporting
- Asset management
- EDRMS
- Contact management
- Mobile working
- Tenant portal
- Self-Service App

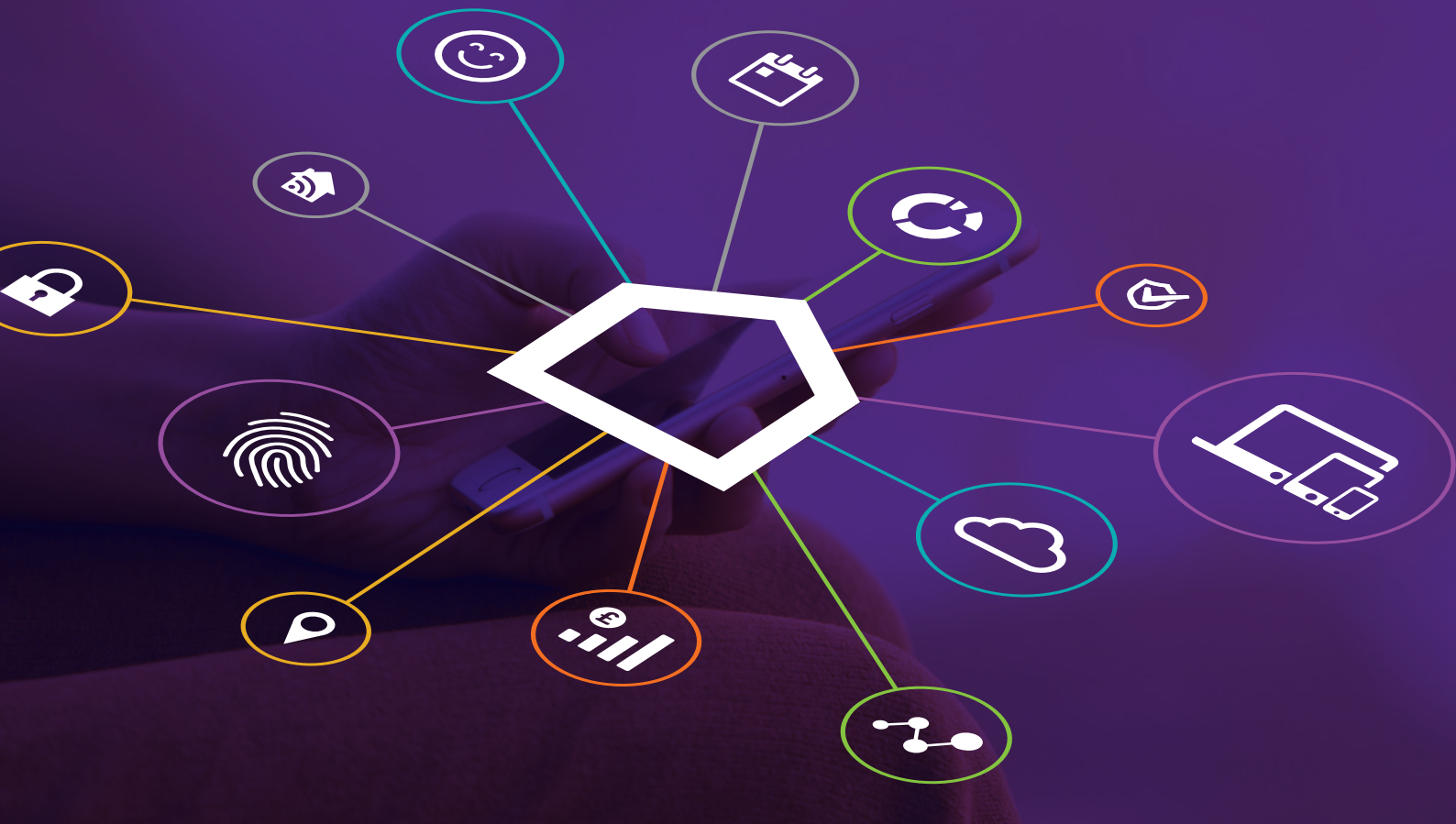
Our extensive industry experience has helped us to understand how the housing sector works, how technology helps it work better, and how our customers want that technology delivered. By increasing operational efficiency and reducing the time and cost of service delivery, our range of software and digital solutions can improve your business performance, significantly improving services to your customers.

With constant research and development and backed by the resources of Europe's leading digital technology provider to the housing sector, we are able to quickly identify, develop and bring to market new and enabling products.

Aareon Smart World offers a comprehensive portfolio that enables an exchange between all parties involved. It is a holistic system that achieves end-to-end integration of your customers, your staff and your business partners as well as the technical equipment installed in your buildings. This results in a complete digital eco-system that creates added value, making your lives and the lives of your tenants much smarter.

Join Nigel Rees, our managing director, on a digital journey with social housing. For further information or to book a demonstration, please call 0247 632 3723, email uk.bids@aareon.com or visit www.aareon.co.uk.

Brighter Thinking for Housing



The housing sector is calling out for a fresh approach to managing their customers, processes and people.

That's why we've drawn a new blueprint for the technology that's shaping the future.

A new open technology for housing.

公営住宅の明るい未来に向けて

To find out what this means, join us at the NPS celebration before watching the NPS Panel debate key issues and challenges to the future of housing technology.

Thursday 8th March:
12pm in the University Room

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InterNETalia, with its flagship AccuServ product, delivers best-in-class housing repairs management solutions for housing organisations and contractors.

Recent releases include dynamic scheduling, Google Maps integration, compliance modules, voids and planned works modules.

AccuServ delivers by automating many tasks that usually require manual intervention and provides an escalation warning system that ensures resources are where they are needed.

InterNETalia, with its flagship AccuServ product, delivers best-in-class housing repairs management solutions for housing organisations and contractors.

Recent releases include dynamic scheduling, Google Maps integration, compliance modules, voids and planned works modules.

AccuServ delivers by automating many tasks that usually require manual intervention and provides an escalation warning system that ensures resources are where they are needed.

- Automated workflows
- Automated scheduling
- Automated job completions
- Automated issue escalation
- Automated van-stock replenishment
- Automated job costing & KPIs
- Housing & asset systems integration
- Stock control & supplier integration
- Responsive, voids, cyclical, planned, gas & grounds
- Fully-integrated mobile solution
- Incident management

AccuServ was written specifically for contractors and IHC (DLO) organisations that not only have to control their repairs, but also must be able to respond to the increasing demands of clients for performance-related information.

AccuServ records costs right down to events or tasks on individual jobs, providing you with true job costing. These costs are automatically added if you implement AccuServ Mobile. Your costs are split by labour, materials, sub-contractors and overheads.

KPI dashboards measure your performance in terms of the standard benchmarks, such as appointments made & kept, first-time fix, etc. But the same dashboard reporting also ensures operatives and suppliers are performing to their required levels.

InterNETalia was formed in 1997 and was the author of specialist stock control solutions for two

vertical markets, steel stockholders and spares merchants. The business was formed by two of the current directors and owners, Alec Reid and Colin Judd.

In 2003, InterNETalia was contracted to deliver a job management solution to two gas contractors the required a solution for the open book cost plus contracts they had won with housing associations

This solution went live in mid-2004 and is still in use today. It was quickly expanded to cater for all trades and is now in use by 30 clients with a split between in-house contractors (DLO-type organisations) and external contractors, all working for social landlords.

In 2007 Enterprise Ireland, an Irish Government-backed organisation, provided matched investment funding to further develop the business. This investment was matched by the owners and directors of the business and this helped to create the platform to grow InterNETalia to the current business.

At this time Andy Bassett bought in to the business. Andy was responsible for AccuBook, the hotel booking engine part of the business and this has now been spun off as a separate entity to ensure the focus of InterNETalia on its core product, AccuServ. AccuBook numbers 700+ clients around the world.

The original owners and directors are still with the business and are involved on a day-to-day basis. There has been an important addition to the board and owners in Lorna Given who brought to the business a Master's degree level of business management, and this has transformed the organisation to again provide a solid base for expansion.

Our exciting new solutions are here!

Whether you are trying to use analytics to proactively manage your income, getting your customers to access online services, or giving your staff the freedom to do their job on the 'go'... our exciting new solutions can help.

They are designed to help your staff and customers evolve fast so they can do things easier, quicker, smarter - when and where they need to.

It's exciting because this is just the beginning.

Speak to us on the Orchard stand at Housing Technology 2018 to find out more.



Digital Services



Active Asset Management



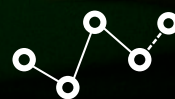
Mobilisation



Commercialisation



Systems Integration



Predictive Analytics



Financial Management

Real solutions. Real needs. Real innovation.
Want to know more? Call us on 0191 203 2500



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BT

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BT is one of the world's leading communications services companies. We serve the needs of customers in the UK and in 180 countries worldwide. Our main activities are the provision of fixed-line services, broadband, mobile and TV products and services as well as networked IT services.

We are organised to support your needs.

- **BUSINESS AND PUBLIC SECTOR** - We sell communications and IT services in the UK and Republic of Ireland and are leaders in fixed-voice, networking, cloud services and broadband. We are the part of the organisation that supports you and the rest of the UK's housing associations.
- **GLOBAL SERVICES** - With customers in 180 countries, they are a leading global business communications provider. With 17,000 people serving multi-national companies, providing the services needed to digitally transform their customers' businesses.
- **CONSUMER** - Bringing together our BT, EE and Plusnet brands to create the UK's largest provider of fixed-voice, broadband and mobile services. It'll take effect from 1 April 2018. And they'll still do what they've always done; connect our customers to information, entertainment, friends and family - both at home and on the move.
- **WHOLESALE AND VENTURES** - Providing network products and services to more than 1,400 communications providers (CPs) operating in Great Britain. They also offer services for media companies and broadcasters, and the ventures teams offer a broad range of products and services such as the internet of things.
- **OPENREACH** - The people who provide the vital infrastructure that is the foundation of the UK's internet economy.

Business and Public Sector in more detail

We serve around 1.2 million customers who range from big household names, government departments and public service organisations, such as housing associations, through to small businesses and new start-ups. We offer our customers fixed, mobile, networking and IT services provided over the biggest UK network in both fixed and mobile communications. We also provide network IT services to corporate and public sector organisations in the Republic of Ireland.

The solutions we provide continue to play a significant role in the ongoing digitisation of public services and the move to digital transformation. We are focused on strengthening our regional presence so we can drive growth in our converged

portfolio and help support you in mobility, IT and managed services.

Over the last three years, we have refreshed our product portfolio and supporting systems enabling product bundling, simple propositions and increased speed to market. Our acquisition of EE is helping us accelerate the sale of converged fixed-mobile services to our existing business customers as well as offering new services.

We recently re-signed a four-year deal with Royal Mail Group for wide-ranging network and ICT services, covering voice, data, and customer contact centres.

We also won a new £100m networking and IT contract with the Metropolitan Police to deliver high-speed fixed and wireless networks, together with a range of cloud and IT services, to help underpin its technology transformation programme. Our network contract with Surrey County Council was extended for a further two years.

Visit our site at www.business.bt.com.

POWER OBJECTS

An HCL Technologies Company

Driving Digital Transformation for the Housing Sector

PowerObjects' integrated solution for housing harnesses Microsoft Cloud technologies to enable Housing Associations to improve efficiencies through automated business processes, optimise customer service activities, reduce costs and provide a modernised, digital-first customer experience.

PowerObjects is 100% focused on Microsoft Dynamics 365. Driving success for your end-to-end journey with our four pillars of service, support, education and add-ons.



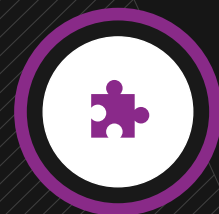
SERVICE



SUPPORT



EDUCATION



ADD-ONS

uk.powerobjects.com/services/housing/

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Harnessing the power of the fourth industrial revolution for you and your tenants' benefit

In a rapidly developing world that's becoming more science fact than science fiction, how can you take advantage of the emerging technologies, such as the internet of things (IoT), chatbots, voice assistants and artificial intelligence (AI), to transform how you deliver your vital community services?

Capita's One has been supporting the social housing sector for over 30 years with our complete social housing management solution, offering the flexibility of an integrated system with all you need to transform your operations and service delivery.

One understands that the housing sector is constantly evolving and changing, we need to move beyond workflow and mobile, into the areas of AI and IoT, all geared towards making it easier to manage your tenants, assets, contractors and finance. One is looking to enhance our customer communication tools by embedding chatbots to manage low-level interactions to free up your time and maximise tenant use of the digital channels you offer.

Building on our social housing management solution, we're also leading the way in the research and development of how smart homes in social housing can improve tenants' lives while making it easier, and more cost-effective to manage these homes. From energy and damp sensors to AI-enabled analytics and warning systems to help protect vulnerable people, our focus is on holistic, connected systems which offer a realistic, affordable solution across a large number of properties.

HOW CAPITA'S ONE HELPS:

- **The full picture of your customers:** With all data captured and accessed via an intuitive single viewpoint, dashboards provide a 360° view of customers to help you understand their needs and improve services.
- **Easily connect with residents the way they prefer:** Engage with customers easily with a range of communications options that suit them and offer self-service where appropriate.
- **Powerful asset management tools to help you maximise your resources:** Whatever your assets, our solution ensures in-depth, joined-up information for faster, more cost-effective decisions.
- **Offer customers a choice of simple, flexible and secure ways to pay:** Integrated financial

management and payment solutions offer customers more choice while boosting operations and cash flow.

- **Examine your data for business intelligence to improve operations:** Optimise how you collect, analyse, report on and evaluate your data for more informed business decisions.

Talk to us to see how we can help you harness the potential of the fourth industrial revolution: email cssenquiries@capita.co.uk.

ABOUT PROGRESS (CAPITA'S PARTNER)

Progress offers the leading platform for developing and deploying mission-critical business applications. Progress empowers enterprises and ISVs to build and deliver cognitive-first applications that harness big data to derive business insights and competitive advantage.

Progress offers leading technologies for easily building powerful user interfaces across any type of device, a reliable, scalable and secure back-end platform to deploy modern applications, leading data connectivity to all sources, and award-winning predictive analytics that brings the power of machine learning to any organisation.

Over 1,700 independent software vendors, 100,000 enterprise customers, and two million developers rely on Progress to power their applications. Learn about Progress at www.progress.com.

**EXPERTISE ACROSS
THE WORLD'S
LEADING CLOUDS.**

**TO MATCH HOUSING'S
EVOLVING AMBITION.**

- Professional Services to transform business models
- Tailored solutions to support new service delivery and minimise risk
- Certifications in AWS, Microsoft® Azure®, Google Cloud Platform™, OpenStack® and VMware® Cloud Verified

CONTACT US

Email: housing@rackspace.co.uk | Web: go.rackspace.com/housing



**YOUR CLOUDS.
OUR EXPERTISE.**



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Castle Computer Services is a leading provider of business software, IT infrastructure and cloud services.

We work with over 100 housing associations throughout the UK and have over 35 years' experience of delivering solutions that can improve efficiencies, enable an increasingly mobile workforce and empower tenants.

Our dedicated housing solutions division provides a highly focused and end-to-end service, delivered by consultants who have specialist knowledge of implementing software and IT services to the sector.

We engage with housing associations to understand their challenges, their future strategies and act as a trusted advisor to explore technologies that can help achieve their objectives

and enable them to empower their teams and tenants, streamline processes and ultimately transform their organisation in a digital world.

Our extensive portfolio of services includes mobile working, managed IT services, IT and data security, disaster recovery as a service (DRaaS), IT support, cloud solutions and Office 365. We're also passionate about delivering and supporting powerful financial management software and visual analytics solutions.

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Castleton's technology solutions are in use by over 600 social housing providers across the UK, ROI and Australia. Formed by several strategic acquisitions, Castleton is the natural choice for an organisation looking for a true technology partner. With our wealth of experience and proven track record, we are the go-to supplier for software, infrastructure and hosted solutions. On a daily basis, our software is used by over 18,000 professionals worldwide.

Castleton's aim is to provide a truly integrated solution to meet the demands of every aspect of your business. Our systems will enable agile working, reduce costs, streamline processes and improve customer service.

Our portfolio includes our renowned solutions: Housing, Financials, EDRM, CRM, Purchase to Pay, Agile, Services Charges, Maintain and HousingBrixx. We also have a range of new solutions including Data Services, Reporting, AI and Compliance.

MANAGED SERVICES

Our team of dedicated and accredited hardware and software professionals will deliver the resources and capabilities required to create and enable a dynamic, flexible, and secure, seamlessly managed IT infrastructure, designed

for today's interconnected world. Our wide range of IT Infrastructure solutions will support your organisation's business objectives, whether you are expected to drive efficiencies, manage legacy architectures or equip your customers and staff with the latest social, mobile and cloud technologies.

We are the partner who puts our customers at the heart of what we do, our commitment to the sector is unwavering and is growing in terms of solution usage and customer base.

Our vision is to be the true technology partner of choice to your organisation, bringing about change where change is needed and delivering innovation where there is demand.



Bridging the gap between technology & business success

IT is at the heart of every business – equally, our clients are at the heart of our business. This is why our goal is to align technology with organisational strategy and objectives to ensure IT best supports you.

[Consultancy](#) | [IT Services](#) | [Managed IT Services](#) | [Data Centre](#)

Contact us on 020 8216 3333
or at housing@sovereign-plc.co.uk.
Alternatively, visit us at www.sovereign-plc.co.uk



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BUSINESS INTEGRATION GROUP

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CIVICA

Transforming the way you work

CIVICA

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civica.com/housing

Driving transformation in housing to deliver better outcomes

Civica provides a comprehensive portfolio of digital and technology solutions to help social housing providers deliver improved tenant services and greater efficiency. We also provide market-leading asset and repair management solutions to drive major cost and utilisation benefits. Our housing solutions support over 500 organisations that provide services for five million tenants and manage over 2.5 million properties.

The software, solutions and services that we offer tailored to housing include:

- Automation
- Cloud enablement
- Digital solutions
- Finance and payments software
- Housing, asset and repair management software
- IT asset management
- Managed IT services
- On-demand resource

To find out more and to understand how we can help you better support your organisation while improving tenant services, please get in touch via housing@civica.co.uk or visit www.civica.com/housing.

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clouddialogs

CLOUD DIALOGS

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Cloud Dialogs started delivering cloud-based SaaS solutions to the housing sector in 2006 with an easy to use SMS platform. Two years later, we were first to release an Android-based mobile working system for repairs, again cloud-based. Our business matured and grew slowly but surely for a number of years, with the company developing deep expertise in web development and managing a SaaS platform.

In 2013, we set about creating a completely new kind of service management system, Service Connect. The journey has been a collaborative one, working closely with customers and drawing on our own extensive experience within the housing repairs sector. The systems being sold today haven't changed in approach (and often technology) for over a decade, the sector has invested heavily in mobile working and scheduling, yet still all the same problems exist and the back-office is still buried in paperwork.

Service Connect is revolutionising the way software is delivered within the sector, and revolutionising the way our customers run their services. Our business is growing fast and the software is evolving even faster as more customers provide more ideas and drive for innovation. We are proud of what we do – we don't sell software, we provide an on-going service and we work closely with our customers to help them realise their goals.

Microsoft
Partner



Gold Cloud Customer Relationship Management
Gold Cloud Productivity
Gold Collaboration and Content
Gold Datacenter
Gold Enterprise Resource Planning
Gold Messaging
Gold Small and Midmarket Cloud Solutions
Gold Windows and Devices



LiveTiles



Together we can unlock the power of Office 365.

You may not realise, but with Office 365 you're sitting on a powerful suite of tools that could and should underpin digital transformation, collaboration, document management, compliance....all integrated with your core housing management solution. Better still, with LiveTiles you can bring everything together in a next generation intranet or more accurately a true digital workplace.

Speak to us about how we're already unlocking the power of Office 365 for Housing Association across the UK, including Broadlands, Vivid, GreenSquare and Home Group.



"The team at TSG really know their stuff and are always keen to show us the art of the possible with O365. The relationship we've built has been central to our decision to adopt SharePoint Online as our enterprise document management solution."

Rob Fletcher, GreenSquare

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ENGAGE PROPERTY TECHNOLOGY

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The world is changing and so are the expectations of the growing number of people who rent. Engage Property Technology supports property organisations on their journey of change towards digital efficiency.

Engage portals are the new heartbeat of the relationship between landlords and their residents who today expect to be treated less like tenants and more like customers, with individual needs and preferences.

Engage portals enable landlords to deliver super-efficient customer service to their residents. Unlike many existing web sites, Engage adds value because residents keep returning to the portal in preference to making phone calls to your service centre.

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Hitachi Solutions – A true end-to-end system for housing associations.

At Hitachi Solutions, we know your industry inside out. How do we know? Because we employ industry professionals who understand the challenges you face today and how you need to evolve in the future. We speak your language, we understand your customers, and we share your vision for the future.

TRUSTED PARTNERS

Our in-depth knowledge of your sector sets us apart from other software providers. We don't just provide you with new technology, we provide you with a partner to support you through rapid technological change.

We work with your desired outcomes at the forefront of everything we do. We understand that essentially your business is about people. Providing improved customer service, while keeping a tight overview of budgets, is at the core of your business.

It is our job to support you in that aim.

EXPERTISE

Our long association with Microsoft means that we use systems which are familiar to both your staff and your customers.

The Hitachi Property Management Module took two years to develop, using our best developers and working alongside industry professionals. No one else in the market today can provide the fully-integrated asset management, rent and charge setting and component accounting capabilities on the Microsoft platform.

MOBILITY

Integrating your current systems into a single platform with complete mobile capability is what we do. Using our systems means comprehensive mobility for all your core services. Not only does this mean you are providing a more efficient, cost effective service to your customers, but it also gives you a higher profile within the community.

SUCCESS

Your success is our success. We will work with you every step of the way. We use UK-based specialists and take shared responsibility for outcomes. We work alongside you, on site, face-to-face and have a real investment in your success.



Effortless, Personalised Tenant Engagements

Transform your tenant engagements with an omnichannel contact centre Single Agent Desktop that seamlessly connects all channels, interactions and applications with consistency and management simplicity.

See Upstream Works for Finesse in Action

[upstreamworks.com](https://www.upstreamworks.com)

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iomart delivers managed cloud and data centre services to some of the largest housing associations in the UK. With a dynamic range of infrastructure solutions delivered either on premise, from our own private cloud platform, or integrated with the public clouds of AWS and Azure, our agnostic approach delivers solutions tailored to your business requirements.

Our recent housing engagements have included delivering the following:

- Cloud roadmaps
- Cloud migration
- Storage consolidation
- Virtualisation
- Backup and disaster recovery
- Private cloud
- Data centre services
- Connectivity

iomart is the most ISO-accredited managed hosting and cloud services provider in the UK. We deliver our services from a network of secure data centres at eight locations across the UK, which are connected via a private fibre network. They

are owned and operated by iomart and backed 24/7/365 by our customer support teams.

From strategy to delivery, we have a large team of 300+ consultants and solutions architects who can provide the cloud expertise to transform your housing business.

OUR SERVICES INCLUDE:

- Cloud consultancy
- Hosting solutions
- Managed services
- Security as a service
- Storage, backup and disaster recovery

iomart is a long-term supplier to G-Cloud. Our infrastructure, cloud and backup services are designed to meet the requirements of the public sector.

Join our consultancy director Nick Martin at **Housing Technology 2018** to hear how we helped **GreenSquare Group** plan and implement their move to Azure Site Recovery.



KIRONA

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Kirona enables social housing organisations with field-based workers to do more with less.

Kirona is the leading supplier of dynamic scheduling, planning and mobile applications within the housing sector. Kirona enables organisations to increase productivity, reduce costs and improve customer service.

Kirona offers an 'out of the box' mobile repairs application that provides comprehensive facilities for task dispatch/update and overall workforce management, including configurable start/end of day/job routines.

Kirona leads the industry in product innovation with a mobile solution that is designed for multi-platform and dynamic scheduling that all is encompassing across all aspects of a housing organisation and together they embrace responsive, cyclical, void, and programmed work.

Individually Kirona's applications deliver real business value, but collectively they will deliver a complete solution enhancing customer service and organisational efficiency.

Kirona are experts in field service and mobile working. This is what we do and our only focus. We have made it our business to truly understand what constitutes operational excellence in field service and apply this knowledge and experience to every project we undertake. We are proud that Kirona's market-leading position has been earned through expert knowledge, service excellence and innovation.



MIS ACTIVE MANAGEMENT SYSTEMS

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MIS Active Management Systems have been providing solutions to social housing organisations for over 35 years, with customers ranging in size from 250 to over 55,000 homes. Acknowledged as the supplier with the highest customer rating together with our comprehensive solutions mean that we are your one-stop source for innovative housing management software.

Our excellence in software development and customer service marks us out in this competitive industry. We continue to grow by expanding our solution range with new functionality and extending the reach with web and mobile capabilities so that agile working becomes a reality for our customers, improving an organisation's performance and raising standards.

With our many years of experience, our ActiveH product offers a fully integrated solution including:

- Customer relationship management
- Rent accounting
- Arrears management
- Cash receipting
- Repairs and maintenance

- Workflow
- Mobile working
- Asset management
- Smoothing and modelling
- Planned maintenance
- Service charges
- Process management
- Lettings
- Workforce management
- SMS texting
- Customer portal
- Business intelligence reporting

We also offer a 'lite' product - ActiveH Lite for smaller organisations.

What sets us apart from our competitors? Just ask any of our customers. Enthusiasm, motivation to go that extra mile, flexibility, close relationships with our customers and an open and honest approach.

SPONSOR



MOBYSOFT

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Mobysoft helps deliver time- and cost-saving solutions, which create tangible ROI for the social housing sector, including its RentSense application which is a cloud-based predictive analytics solution that optimises front-line income management workloads.

The software helps over 95 housing organisations (including half of the G15) maximise income, create efficiencies and mitigate welfare reform. On average, customers achieve a 15.8 per cent arrears reduction in the first year as well as an average efficiency saving of 32 per cent and an income officer caseload reduction of 50.8 per cent. In the last two years, RentSense has helped reduce its customers arrears by around £60 million.

In 2016, Mobysoft won a Queen's Award for Enterprise in Innovation and the Housing Excellence Best IT system for its RentSense solution.

Mobysoft is one of the fastest growing SaaS providers in the UK and has been shortlisted in the 'Top 50 fastest growing technology companies in the North' in 2015 and 2016, both times being ranked in the top 20.

CORPORATE PROFILES

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NORTHGATE PUBLIC SERVICES, AN NEC COMPANY

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We start with understanding your business, then we get to the technology.

It's an approach that leads to clever software; streamlining old processes, saving money and delivering positive change.

The housing sector is calling out for a fresh approach to managing their customers, processes and people. That is why we have drawn a new blueprint for the technology that supports housing providers.

With our fresh-thinking, open approach, we can instantly bring together the exact information you need from any part of your organisation to provide a deeper understanding of your housing portfolio and customers' needs.

We push boundaries and deliver positive change – transforming rent collections and repairs, helping you predict issues before they arise, stamping out unnecessary administration and ensuring more families are in the homes they need.

And with over 180 social housing customers and five million tenants already relying on Northgate Public Services' innovations, you know we have the talent and expertise that counts.

Push boundaries, raise standards and shape a housing sector that thinks smart and works smarter.

We are delighted to be sponsoring this year's conference. If you have any questions or would like more information please come along and speak to the team.

We have a proven history of creating game-changing software.

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With over 35 years in business, we have built a stable foundation of expertise. But the housing sector is evolving and we are evolving with it. We know our customers find our stability reassuring, but we want them to be excited by our innovation.

At Orchard, our story is people-first technology. We're here to deliver solutions with purpose that solve real problems in our customers' lives. People are at the heart of everything we do and their business interests are always in our heads.

Our name gives us a unique position in the technology environment because we are innately connected to growth and development. We are connected to something real and we can tell a genuine story.

Our customers turn to us for our expertise in dealing with the challenges they are facing to deliver what they need, covering housing, CRM, finance and asset management.

Speak to us on our stand to discuss why we are challenging our staff and customers to think differently and push the boundaries of what can be done, with the objective to deliver real business value.

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POWEROBJECTS, AN HCL
TECHNOLOGIES COMPANY

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PowerObjects, an HCL Technologies Company, is a leader in delivering Microsoft Dynamics 365 solutions globally. Winner of the 2017 Microsoft Worldwide Partner of the Year Award for Dynamics 365 Consulting and Systems Integration, PowerObjects has built an unmatched team of experts that helps organisations increase productivity, streamline business processes and build better relationships.

100 per cent focused on Dynamics 365, PowerObjects drives the success of your end-to-end journey with our four pillars of service, support, education and add-ons.

- **SERVICE:** PowerObjects offers premium services for customers, from the small businesses and do-it-yourself crowd to enterprise-level, large-scale implementations.
- **SUPPORT:** We are passionate about offering professional and responsive support for Dynamics 365 users. Customers can choose from standard on-demand support or premium services.
- **EDUCATION:** Organisations that invest in Dynamics 365 education have vastly increased user adoption, which in turn ensures that they get the best return on their investment. Our fanatical commitment to education has made PowerObjects the number one partner in the world for Dynamics training and education.
- **POWERPACK ADD-ONS:** The PowerPack tools are designed to help enhance the CRM capabilities of Microsoft Dynamics 365, while providing even greater functionality and efficiency for sales force and marketing automation.

Driving digital transformation for the housing sector PowerObjects' integrated housing solution harnesses the power of the Microsoft Cloud to drive digital transformation in the sector. It reduces costs through automated business processes and more efficient operational developments. This enables a self-service channel shift that improves the customer experience and helps housing associations manage growth on a technology platform that can easily be adapted to on-going changes in the sector.

Built on Microsoft Dynamics 365 technology, our solution manages the challenges of customer services for housing associations. It covers things such as scheduling repairs and maintenance, providing a unified service desk for contact centres or having more integrated back-office processes, including asset and housing management with front-office functionality for property sales and tenancy management.

THE SOLUTION COMPONENTS INCLUDE:

- Improved customer experience and satisfaction levels due to enriched data that's supported across multiple channels.
- A single source of data across front-, middle- and back-office for more accurate reporting that can lead to better informed and quicker decisions.
- Automated business processes that can improve staff productivity levels such as field service scheduling or case management.
- An integrated platform that can be easily maintained and lower the cost of IT ownership via Microsoft Cloud services.
- Flexibility to adapt to new processes and external changes in the sector.
- A more digitally responsive and mobile workforce.
- Remove barriers between different departments within an organisation that will lead to a more cohesive workforce.
- Predictive and personalised approach to tenancy and asset management.

PowerObjects has the knowledge and passion to deliver successful CRM and ERP solutions for your organisation by helping customers who are looking to roll out new enterprise resource planning (ERP) solutions, migrate or upgrade their current operations software to Dynamics 365, as well as those looking to implement Dynamics 365 for sales as well as previous versions of Dynamics CRM.

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Rackspace is the world's number one provider of IT as a service in today's multi-cloud world. It delivers expert advice and integrated managed services across public and private clouds, managed hosting, and enterprise applications.

Rackspace partners with every leading technology provider, including Alibaba, AWS, Google, Microsoft, OpenStack, Oracle, SAP, and VMware. The company is therefore uniquely positioned to provide unbiased advice on which technologies will best serve each customer's needs.

Rackspace was named a leader in the 2017 Gartner Magic Quadrant for Public Cloud Infrastructure Managed Service Providers, Worldwide and has been honoured by Fortune, Glassdoor and others as one of the best places to work.

Based in San Antonio, Texas, Rackspace serves more than 170,000 business customers from data centres on five continents.

Learn more at www.rackspace.com/en-gb.



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Simpson Associates is a Gold IBM Cognos partner, a Gold Microsoft partner and a Premier Board MIT partner. We give forward-looking organisations the ability to make better informed decisions. We work with housing providers to supply their people with access to trusted knowledge and insight, using high quality data on a scalable platform.

Our work with finance directors in industry gives confidence in the budgeting and forecasting processes; our clients can efficiently collect, verify and amend budget submissions and crucially, generate the time to analyse and scenario plan before signing off the process.

Our aim is for our clients to move from a 'reactive' data management position to a 'proactive' and then 'predictive' position and thereby remain ahead of their competitors.

SPONSOR



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Sovereign is an award-winning managed IT services company offering a fully-integrated approach to transforming the way businesses operate, focusing on making the people and the processes of a business more efficient and delivering technology to make them more effective. With our ISO27001:2013 accredited data centre and unparalleled expertise, we are dedicated to offering a high-level service and inspire confidence in our clients by doing so.

At Sovereign, we believe every business has a set of unique characteristics, requiring equally unique IT solutions to support daily operations and facilitate growth. Information technology is the pulse of a business. Providing IT solutions tailored to a business lies at the heart of ours.

Sovereign is a company of experts. We are data managers, IT engineers and consultants who, together, strive to provide the best business solutions for our clients. The company was founded on solid IT expertise and that has never changed. Over the years, we have expanded our services, always retaining our high standards, and are now able to offer business solutions that

support ever more complex processes and scale with businesses as they grow.

We offer a broad scope of IT services, from cloud (hybrid, BaaS and DRaaS) and data management, to infrastructure and procurement.

Sovereign has worked with public-sector organisations, and within social housing in particular, for more than 15 years and is a respected name in the social housing sector.

Our dedicated team of social housing sector consultants work with IT departments of housing management systems to determine the aims, areas where cost savings can be made and any new technology applied. From there we can offer in-depth executive advice or business application support through our managed services to ensure objectives are met and upheld.

In preparation for the introduction of GDPR, we also offer GDPR consultancy to our clients, to ensure their systems are fully compliant under implementation of the new regulation next year.

SPONSOR



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With eight Microsoft Gold Competencies, TSG is a leading UK IT services provider, trusted to deliver end-to-end solutions from infrastructure, both physical and virtual, and connectivity to integrated business applications for thousands of customers across the UK.

For 15 years, our clear goal has been to provide consistent technology support and services across the UK, boasting comprehensive capabilities underpinned by significant investment in the professional development of a highly skilled team of experts.

Our extensive portfolio of security, analysis and intelligent workflow tools and technologies support the process of compliance with regulations such as GDPR.

We work with housing associations of all sizes across the broadest range of technologies.

The knowledge management solution built by TSG for Home Group was not only acclaimed by Nintex in its global partner awards but also resulted in success for the customer services team at the National Contact Centre awards. The solution resulted in savings of £220,000 in the first year and also reduced new employee training by an impressive 67 per cent.

Home Group CEO, Mark Henderson understands the value that technology can bring, "Our ongoing partnership with TSG to implement transformational technology is clearly delivering significant returns as we implement our digital first strategy.

"If we're going to achieve ambitious targets of 90 per cent of customer transactions taking place digitally and a 20 per cent increase in efficiency, we need partners who not only understand our business but also help us to unlock the value of our investment in Microsoft technologies such as Office 365 and Dynamics. The team of experts at TSG are doing exactly that."

A key focus for TSG is to help our customers unlock the value of their investment in Office 365. We know that many have made the transition, making use of its email capability, but with very little appreciation of the range and capability of the tools they will have at their disposal.

The real value lies in applications such as Teams, Flow, Powerapps, Forms, Sway, Stream and a number of other tools that could, or rather should,

underpin a transformation in the way your people work.

For example, Teams is all about sharing information and documents, and creating conversations around them; Flow and PowerApps allow you to capture data and automate almost any time-consuming task or process, from the simple to the complex.

It's also critical not to overlook the fact that with Office 365 you have enterprise-level document management in SharePoint.

Until now the challenge has been connecting SharePoint with proprietary housing management systems. However, we're confident that our ground-breaking solution – a two-way read-write connector – will revolutionise the way housing associations work and unlock untold additional value.

Rob Fletcher, group head of ICT at GreenSquare Group, has been delighted with the results achieved by TSG, "GreenSquare and TSG have worked very closely together and the partnership with TSG was central to our decision to adopt Sharepoint Online as our enterprise document management and records management solution.

"The TSG team are always keen to show us the art of the possible with Office 365. They are very enthusiastic! This has resulted in a large scale rollout of Microsoft Teams to improve communication and collaboration and Power BI for business intelligence at GreenSquare."

SPONSOR



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Upstream Works provides best-in-class omni-channel contact centre software to increase customer engagement and agent success.

We bring the customer journey together across all channels, interactions and applications with management simplicity and desktop elegance. For over 15 years, organisations around the world and across industries have benefited from Upstream Works' experience and expertise, gaining operational efficiency and transforming the connected customer experience.

CX SOLUTIONS FOR SOCIAL HOUSING

Tenants may choose to communicate across various channels including phone, email, chat, SMS, video and social. They seek an experience that is simple, efficient, personalised, and consistent – at any place and any time.

UPSTREAM WORKS FOR FINESSE (UWF) AND CX ENGAGEMENT SOLUTIONS

UWF is an intuitive, omni-channel agent desktop with management simplicity designed for the fully-integrated customer journey, and fosters a smart, simple and connected customer experience. Agents are presented with information from across the organisation, empowering them to be proactive and more productive; tenants are more satisfied and loyal; and the association gains visibility and efficiencies.

UWF enhances Cisco Finesse with user-friendly gadgets that increase agent success and enhance customer experience outcomes. With its adaptive and seamless integration capabilities, and omni-channel reporting and analytics, UWF helps organisations extend the business value of their existing investments and provide a unified and continuous customer experience across any channel.

KEY BENEFITS

- **Simplicity:** Single interface providing simplified management of tasks and queues across all channels.
- **Flexibility:** Intuitive and flexible handling of tasks for faster resolution of issues.
- **Customer/tenant visibility:** Agents have an up-to-the-minute view of all aspects of the customer journey.
- **Efficiency:** Supervisors can easily manage agents and tasks on-the-fly.
- **Personalisation:** Customers/tenants benefit from a responsive, insightful and personalised experience.

- **Consistency:** Agent activity is tracked, providing deeper insights and reporting across all channels.
- **Integration:** Seamless integration with application screen pop, click-to-dial, data exchange, and more.

SEAMLESS INTEGRATIONS AND MANAGEMENT SIMPLICITY

UWF provides seamless integration and leverages the applications important to your organisation with screen pop, click-to-dial and data exchange for any business or vertical application, such as workforce optimisation, knowledge base, backend systems and CRM platforms (including Salesforce and Microsoft Dynamics), reducing training time and increasing productivity. With our analytics and business reporting, you will have deep insights into interaction activity and the tools to help you identify service improvement opportunities across all channels.

FLEXIBLE, SCALABLE SOLUTIONS THAT ADAPT TO YOUR NEEDS

Upstream Works provides solutions to contact centres with varied and complex needs, affording maximum flexibility, whether on-premise or cloud. UWF is platform independent, out-of-the-box ready, and easy to scale as business needs change and grow.

WORKING TOGETHER IN PARTNERSHIP

We work with best-in-class technology partners and solution providers around the globe with a flexible, responsive and best-practice solutions approach. With end-to-end solutions, we extend the contact centre capabilities of our partners, from workflow consultation and design to post-implementation support.

Learn more about Upstream Works and request a demo of Upstream Works for Finesse: www.upstreamworks.com.

ABOUT HOUSING TECHNOLOGY



ABOUT HOUSING TECHNOLOGY

Housing Technology is the no.1 provider of IT, technology and telecoms news, comment, information and research specifically for the UK social housing sector.



IT STRATEGY

Established in 2006, the bi-monthly Housing Technology magazine and the annual market intelligence report are required reading for anyone responsible for IT strategy and delivery within UK housing associations. Subscriptions to Housing Technology are free and available online from www.housing-technology.com.



COMMUNITY NETWORKING

The annual Housing Technology conference and executive forum is now well-established as the leading technology event in the social housing sector. Housing Technology also runs a number of other smaller, topic-specific seminars and events throughout the year.



MARKET INTELLIGENCE

Housing Technology publishes a series of annual market intelligence reports, white papers and bespoke research on behalf of housing associations and IT suppliers.



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