



Housing
Solutions

CASTLETON

A true technology partnership:
driving change and delivering
innovation



Introductions



Paul McCalvey
Managed Services Sales Director
Castleton



Richard Harvey
ICT Manager
Housing Solutions





Transforming service delivery with truly integrated IT housing solutions



How can we help?

- Combine traditional back office functions
- Digital by default- modern solutions available in office or out on the patch
- Integration, integration, integration
- Latest technology- solutions built using latest technology ensures future proofing
- Proven experience & track record implementing solutions for social housing organisations
- Exceeding expectations- solutions are customer centric, highly functional and transforming service delivery
- Maximum system longevity and unrivalled value for money
- Total solution to support your strategy and realise digital potential



Working with the sector





Richard Harvey
ICT Manager



**Housing
Solutions**



Housing Solutions

Housing Solutions provide good quality, affordable homes to rent and buy across the South East of England.

Established in 1995 we now own, manage and maintain more 7,500 properties across Berkshire and Hampshire.

- Happy Customers, More Homes
- 162 Staff
- 5 members of IT Team



Our journey with Castleton

2002 - Keylogic partnership - server side ad-hoc support

2008 - Documotive – introduced EDRM

2009 - HR & Shared Owners / Leasehold

2010 - Complaints Workflow

2011 - P2P

2012 - Keylogic – Exchange Upgrade, move to DR Replication

2013 - Agile Staff app

2014 - HousingBrixx

2015 - Customer App

2016 - 3rd line support / server patching / maintenance moved to Castleton

2017 - Server hosting



Key milestone highlights

- EDRM project saved 1/8 of office space
- Customer App over 1500 downloads in 12 months
- P2P – improved our compliance to standing orders etc.
- Back up / DR changes – lead to reduction of backup/restore times by two thirds.



Why Castleton?

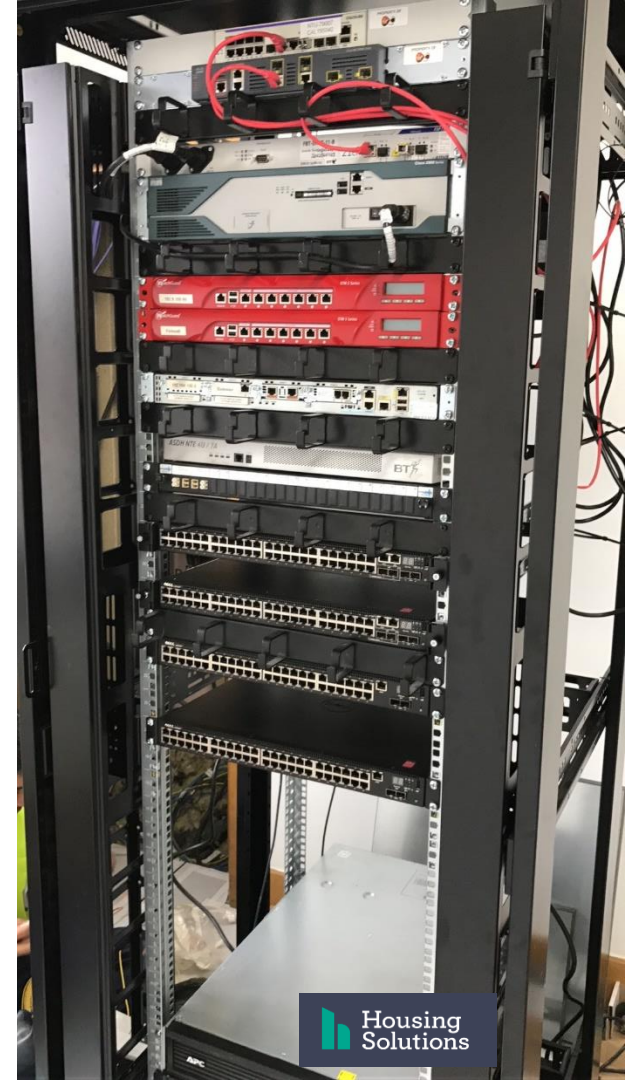
- Collection of software over the years;
- Support from Castleton (3rd line, DR);
- Impressed by in Castleton investment in Data Centre;
- Brand we can trust;
- POC for all enquires. No more ping pong;
- Capital investment in other projects rather than tin.



Hosting

Why hosting?

- Aging hardware
- Castleton 3rd line support
- Microsoft Licensing / AV / Email Filtering
- Office Refurbishment



Server move



Hosted benefits so far

- 2 weeks of power issues – to 1 of our offices, where the servers used to be hosted. Due to a damaged power cable under a main road. 3 failed generators from Scottish & Southern Electric.
- Staff fully able to work throughout the power issues. With no disruption to business.
- Electrical Saving of £300 per month currently – should increase in summer due to air conditioning saving.





Future

- Documotive 5: Beta Test – end of Month
- Internal Systems Review – Housing Management and Contractor / Repairs System
- CRM
- Telephone System/ Skype for Business



Paul McCalvey
Managed Services Sales Director
Castleton



Housing Solutions and Castleton



Relationship grown
over 15 years



Strong partnership
between us



Cost saving
ideas proposed



Innovative partner

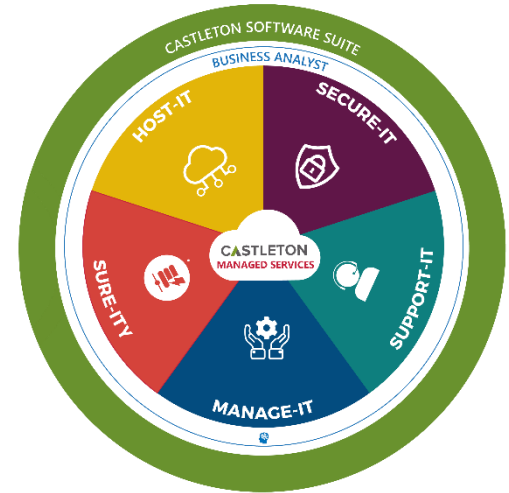


Housing focus



Recap - the complete solution

- Fully integrated solutions
- Hosted by default
- Dynamic scaling
- Enhanced Security
- Central data source
- Desktop or mobile
- Flexible & future proof
- Fully managed & Supported



Thank You.

www.castletonplc.com



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