

**HOUSING
TECHNOLOGY**

HOUSING | IT | TELECOMS | BUSINESS | ECOLOGY



BUSINESS INTELLIGENCE



COMMUNITY NETWORKING



IT STRATEGY



Housing Technology 2019 Programme

6-7 March 2019
Oxford Belfry

#housingtech2019
@housingtech

**HOUSING
TECHNOLOGY**
2019 | CONFERENCE AND
EXECUTIVE FORUM





GEORGE GRANT
Publisher and Founder,
Housing Technology



WELCOME ONCE AGAIN TO HOUSING TECHNOLOGY'S ANNUAL CONFERENCE.



First of all, our thanks to everyone in our community of readers, editorial contributors, speakers, sponsors and exhibitors who have spread the word and who are absolutely vital to all of our activities, ranging from this conference and our other events to our bi-monthly magazine, market intelligence reports, recruitment services and research projects.

For 2019, Housing Technology has put together an eclectic 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 some excellent keynote presentations

(page 8 onwards). Please note that you can pick and choose any presentation during the event; no pre-booking is necessary.

All drinks and food (included as part of your conference ticket) will be served in the College Suite and College Lounge where the sponsors and exhibitors are located.

OUR COMMUNITY

Please join in with the latest news by contributing to our social media. The @housingtech Twitter feed will be continually updated before and during the conference; please use #housingtech2019 for your posts.

PRE-EVENT DRINKS RECEPTION

18.00 | Tuesday 05 March

We are hosting an informal pre-event drinks and canapé reception at the Oxford Belfry during the evening of Tuesday 05 March to which all delegates, speakers, sponsors and exhibitors are invited as Housing Technology's guests.

EVENING RECEPTION

17.30 | Wednesday 06 March

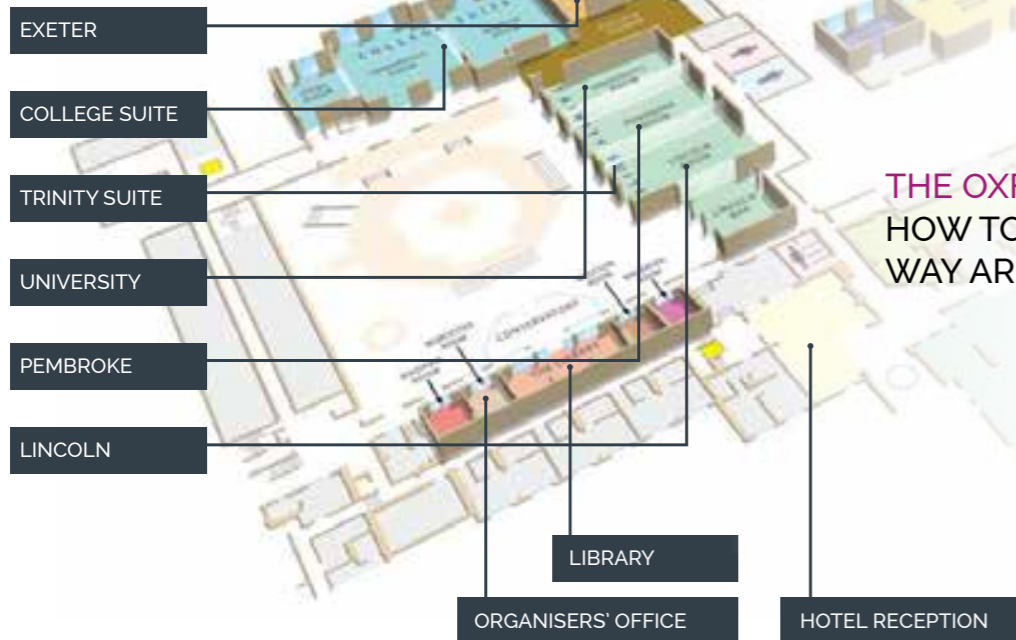
There will be an early-evening reception from 5.30-6.30pm on Wednesday 06 March to which all delegates, speakers, sponsors and exhibitors are invited as Housing Technology's guests.

INFORMAL DINNER

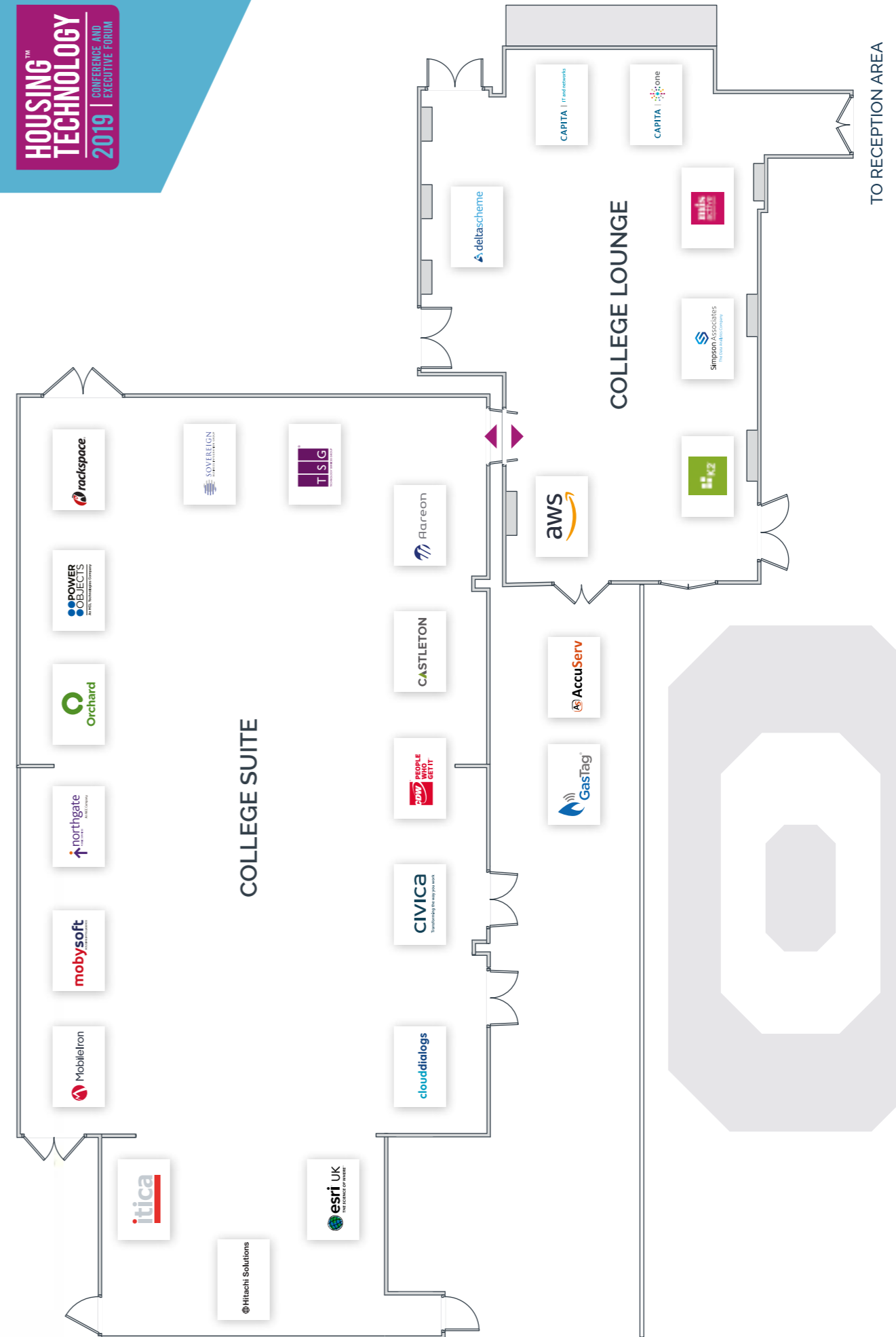
19.30 (approx) | Wednesday 06 March

After the evening reception, there will be an informal dinner (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.



THE OXFORD BELFRY HOW TO FIND YOUR WAY AROUND



TO RECEPTION AREA

EXHIBITOR FLOORPLAN

COLLEGE SUITE	TRINITY SUITE	UNIVERSITY	PEMBROKE	LINCOLN	EXETER	LIBRARY
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0830 REGISTRATION & BREAKFAST

1000  **KEYNOTE | TRINITY SUITE | 1000** **REV. RICHARD COLES** Pop star turned curate | Capturing community

1100			RACKSPACE "The future is already here - It's just not evenly distributed yet"	MOBYSOFT & TORUS The transformation treadmill	AAREON Chatbots & drones - The future of technology for social housing	MIDLAND HEART Low-code, digital transformation & the customer experience	RHP Re-imagining housing - The creation of the housing provider of the future
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1215			ESRI How spatial analysis is helping leading housing providers gain new insights	SOVEREIGN BUSINESS INTEGRATION GROUP Mergers & partnerships - The role of IT in successful integrations	NORTHGATE PUBLIC SERVICES COTS vs. ERP vs. DIY vs. Hybrid	RADIANT GROUP The pain of becoming Agile	HOUSING & CARE 21 Rethinking core systems for new ways of working, improved workflows & streamlined operations
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1300 LUNCH



1430			AMAZON WEB SERVICES & WALTHAM FOREST COUNCIL The smart data lake on AWS	ORCHARD & RED OLIVE Unlocking value through data insight	CIVICA Assessing the cloud - Crucial, costly or chancy?	ACUTANCE CONSULTING Managing suppliers in the 'deer park' of integration	NOTTINGHAM CITY HOMES Hold fire on procurement! Making the most of what you already have
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1530			ITICA Never mind the KPIs, feel the experience!	CDW Delivering with the cloud - Are you doing it wrong?	CLOUD DIALOGS & R3 REPAIRS Towards zero admin	COASTLINE HOUSING & UNIV. OF EXETER Smartline - Using data to improve services & better serve communities	SOLIHULL COMMUNITY HOUSING Should your IT strategy ever drive your business strategy?
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1630		IT ACCELERATOR SESSIONS	GAS TAG Putting IoT on the housing agenda RAPID INFORMATION SYSTEMS Low-code - One tool to join them all	BRAINNWAVE What does your data know that you don't? REDKITE CRM Dynamics for rents, service charges, payments & analytics	LOCALZ The 'Uberisation' paradox - Happy customers and efficiency savings?		
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1730 - 1830 EVENING RECEPTION | open to all at Housing Technology 2019

1930 - 2100 INFORMAL DINNER | open to all at Housing Technology 2019 PRE-BOOKING REQUIRED

	COLLEGE SUITE	TRINITY SUITE	UNIVERSITY	PEMBROKE	LINCOLN	EXETER	LIBRARY
0830	REGISTRATION & BREAKFAST						
0930	 KEYNOTE TRINITY SUITE 0930		JAN MEEK, Polar Maiden Don't ask 'why?', ask 'why not?'				
	 KEYNOTE TRINITY SUITE 1000		TECHMUMS Nilufar Anwar, Chair of the Techmums board & legal counsel Why mums are the missing link in the 'women in tech' debate				
1045			<small>SPONSOR</small> POWEROBJECTS & SOVEREIGN HOUSING Limitless delivery - Beyond the boundaries of housing	<small>SPONSOR</small> HITACHI SOLUTIONS Reimagining housing - IoT ready or not?	<small>SPONSOR</small> MOBILEIRON Delivering secure mobile solutions in housing	ADUR & WORTHING COUNCILS Building DIY systems with low code - A pragmatic alternative?	HAC HOUSING CONSULTANCY Is IT a catalyst or an enabler?
1200			<small>SPONSOR</small> CASTLETON & CLUID HOUSING An integrated technology partnership built for the future	<small>SPONSOR</small> TSG Hidden treasure - Uncovering the real value of Office 365	<small>SPONSOR</small> K2 AND WALES & WEST HOUSING Using automation to make compliance a service differentiator	<small>SPONSOR</small> SALESFORCE.ORG Transforming self-service for housing providers' customers	ACCENT GROUP & ASCENT DEVELOPMENT Do your projects use colourful language?
1245	LUNCH						
1345			POBL GROUP Data beats software hands down!	NATURAL HISTORY MUSEUM Creating the technology vision	WANDLE HOUSING The 'wow' factor - From traditional HMS to Dynamics	CHP Focusing scarce IT resources to enable future performance	
1445			OPTIVO The digital tenant - On-boarding by default	FORVIVA HOUSING Form follows function	SALIX HOMES Rethinking housing with Salix Homes		
1600	CLOSE						

KEYNOTE PRESENTATIONS

REV. RICHARD COLES POP STAR TURNED CURATE

Capturing community

WEDNESDAY
TRINITY SUITE | 1000

40 years after he ran away to London, the Reverend Richard Coles finds himself back in the place he escaped from, asking: what is a community, where can we find it, and how can we address it?

The Reverend Richard Coles is a broadcaster, writer and Church of England priest. Now known for his appearances on everything from 'Have I Got News For You' to 'Strictly Come Dancing', he first found fame as one half of the 1980s band, The Communards. They enjoyed three UK Top 10 hits, including the biggest-selling single of 1986, 'Don't Leave Me This Way'.

The multi-talented Richard turned has his hand to acting, penned music for film and TV, served up advice as an 'agony uncle' on BBC London and won a Sony Gold as presenter of The Mix on Radio 5 live. He has featured as a panellist on 'Have I Got News For You' a number of times, co-presents Radio 4's 'Saturday Live' and BBC One's 'The Big Painting Challenge'. He has competed in 'MasterChef', won 'Celebrity Mastermind', and has the distinction of performing "the worst paso-doble in the history of Strictly Come Dancing".



JAN MEEK FRGS POLAR MAIDEN

Don't ask 'why?', ask 'why not?'

THURSDAY
TRINITY SUITE | 0930

Using her own experiences, Jan illustrates how 'why not' has created an incredible life of adventure, both in work and leisure. Stepping out of her comfort zone to go that extra mile has ensured that her life reads like the plot of a novel, one she is too busy living to write.

Jan Meek is the only woman on the planet to have rowed an ocean and walked to a pole... More people have walked on the moon...

As an entrepreneur with a fascinating background, Jan has achieved enough to fill two lifetimes. She worked in the film business alongside Roger Moore, Ian McShane, Sammy Davis Jnr and Jerry Lewis, and on television programmes such as Randall & Hopkirk, Department S and The Champions. Jan then

worked for the United States Geological Survey, owned several businesses, and was Mayor of Chipping Norton in Oxfordshire.

In 1997, Jan rowed 3,500 miles across the Atlantic Ocean with her son, unsupported in a 23' boat in 101 days, setting two Guinness World Records. In 2007, she earned another two records by racing 400 miles across the frozen ocean to reach the Magnetic North Pole. She then returned to the Arctic less than a year later to join the explorer Sir David Hempleman-Adams on a trek to the Geographic North Pole. Jan is now organising an all-women expedition to take five women to the South Pole. She was elected as a Fellow of the Royal Geographical Society in 2005.



#TECHMUMS NILUFAR ANWAR, CHAIR OF THE TECHMUMS BOARD & LEGAL COUNSEL

Why mums are the missing link in the 'women in tech' debate

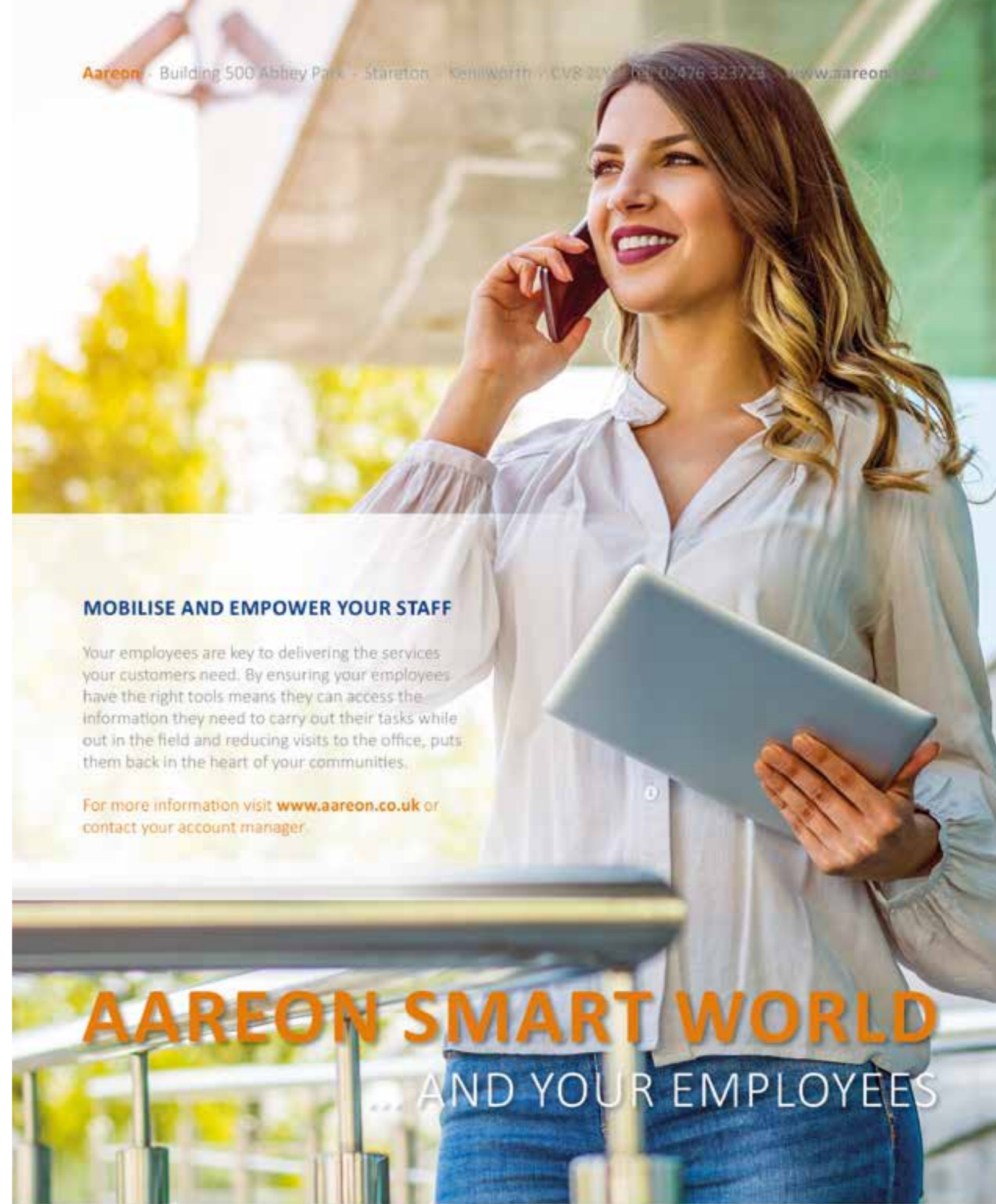
THURSDAY
TRINITY SUITE | 1000

Find out how #Techmums are supporting mums to: embrace technology to better their own lives; increase their chances of returning to the workforce; keep themselves and their families safe online; and understand and use the opportunities technology will create in their children's future careers and lives.

#techmums was established in 2012 by technology evangelist Dr. Sue Black after delivering 'tech taster sessions' to families in schools. #techmums is a social enterprise working to empower women and their families through technology. It upskills women to feel confident digitally, to keep themselves and their families safe online, supporting mums to find jobs and start their own businesses.

#techmums works with mums to realise and reach their true potential.

#techmums delivers 10-week digital skills clubs supporting women nationally to gain basic digital skills, such as email and office in the cloud, right through to an introduction to web/app design and coding. #techmumsTV a weekly one-hour chat show all about young mothers and technology, live-streamed from Facebook HQ.



MOBILISE AND EMPOWER YOUR STAFF

Your employees are key to delivering the services your customers need. By ensuring your employees have the right tools means they can access the information they need to carry out their tasks while out in the field and reducing visits to the office, puts them back in the heart of your communities.

For more information visit www.aareon.co.uk or contact your account manager.

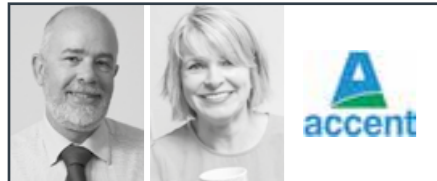
AAREON SMART WORLD

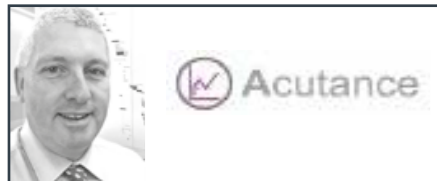
... AND YOUR EMPLOYEES


DISCOVER YOUR DIGITAL WORLD



	<p>The digital platform is the heart and technical foundation of the Aareon Smart World.</p>	<p>As a fan of new technologies and trends, innovation has always been in Herve Cliquet's DNA. Using agile innovative methods, Herve and his team have been working on applications for the housing and the property sector for more than 17 years. Aareon is the leading European housing IT provider, with over 10 million units of stock managed on our software throughout Europe.</p>	<p>Whether Aareon implements an enterprise-wide solution or optimises and customises a number of individual modules to complement your existing applications, each Aareon solution encompasses years of know-how, the experience of more than 100 implementation projects and over 50 years of social housing expertise.</p>
<p>WEDNESDAY LINCOLN 1100</p> <p>AAREON</p> <p>Chatbots & drones - The future of technology for social housing</p> <p>Hervé Cliquet, head of the digital platform & the innovation lab, Aareon</p>			

	<p>Engaging with stakeholders and customers can be difficult for ICT people; our reputation for 'computer says no' or 'talking tech' unfairly proceeds us.</p>	<p>Steve Dungworth has worked for Accent and in the social housing sector since 2007. He is a dedicated change agent, with a passion for customer excellence, continuous improvement and technology.</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>THURSDAY LIBRARY 1200</p> <p>ACCENT GROUP & ASCENT DEVELOPMENT</p> <p>Do your projects use colourful language?</p> <p>Steve Dungworth, director of digital transformation, Accent Group, & Suzanne Shaw, Ascent Development</p>			

	<p>Should housing providers really still be struggling with adequate integration in 2019?</p>	<p>Tony Smith has had many years of seeing digital projects (particularly self-service, connected tenants & staff mobile) being hampered by suppliers acting more like rutting stags than active collaborators. This presentation will provide numerous take-aways on all aspects of this crucial area of practical transformation.</p>	<p>Acutance was created to provide flexible consultancy to help when organisations are failing to achieve the best from their IT investments.</p>
<p>WEDNESDAY EXETER 1430</p> <p>ACUTANCE CONSULTING</p> <p>Managing suppliers in the 'deer park' of integration</p> <p>Tony Smith, managing director, Acutance Consulting</p>			



	<p>Adur & Worthing Councils have built an end-to-end repairs system using an open standards, low-code platform.</p>	<p>For the last 13 years, Paul Turner has worked in social housing. He manages a housing systems team and a support team, and holds a BSc in management sciences from the University of Warwick and an MSc in information systems from the University of Brighton.</p>	<p>Adur & Worthing Councils came together under a single-officer structure in 2010, and have 2,500 homes. The councils won SOCITM's 'innovation award' for 2015 and a 'digital technology leaders' award in 2017.</p>
<p>THURSDAY EXETER 1045</p> <p>ADUR & WORTHING COUNCILS</p> <p>Building DIY systems with low code - A pragmatic alternative</p> <p>Paul Turner, systems & performance manager, Adur & Worthing Councils</p>			



DREAM BIGGER. BUILD FASTER.







aws is how

www.BuildOn.aws

 	<p>In this session, Richard Holland, assistant director of technology and innovation at Waltham Forest Council, will discuss how building a data strategy in the cloud is enabling the council to deliver more intelligent and predictive services.</p> <p>Learn about Waltham Forest's tenure intelligence management system (TIMS) and how this was developed to tackle a key business challenge and deliver actionable insights to the business.</p>	<p>Richard Holland is strategic leader focused on digital transformation to provide innovative, cost-effective solutions for both internal and external customers.</p> <p>Richard loves new technologies and applying them to the business world. He is a dedicated senior IT professional with over 18 years' experience working in various sectors including local government, housing, aerospace, defence, finance and outsourcing.</p>	<p>Amazon Web Services (AWS) Worldwide Public Sector helps government, education and non-profit customers deploy cloud services to reduce costs, drive efficiencies, and increase innovation across the globe.</p> <p>With AWS, you only pay for what you use, with no up-front physical infrastructure expenses or long-term commitments.</p>
<p>WEDNESDAY UNIVERSITY 1430</p> <p>AMAZON WEB SERVICES & WALTHAM FOREST COUNCIL</p> <p>The smart data lake on AWS</p> <p>Richard Holland, assistant director of technology & innovation, Waltham Forest Council, Chris Masey, account manager for nonprofits, Amazon Web Services, & Ian Matthews, VP of sales, NG Data</p>			

 	<p>Applying the lessons from military intelligence to the housing sector...</p> <p>Beyond all the hype, there is a real opportunity to bring in new technologies and approaches to data and analytics within the housing sector. Learn how Brainnwave is working with leading housing providers to apply lessons learned from our heritage in military intelligence and experience in other industries.</p> <p>We would like to introduce you to Brainnwave and show an example of how you can listen to and amplify the most relevant signals from your data, using our current work with several large housing providers to demonstrate how to discover key insights that can have a direct impact on your operating models.</p>	<p>Steve Coates is a former UK Entrepreneur of the Year for founding a social enterprise that created a circular IT economy from large corporate IT waste.</p> <p>He has over 20 years' experience in business strategy as a consultant at Accenture, Boston Consulting Group and at Gazprom Marketing & Trading.</p>	<p>Unlock your data... Brainnwave was founded out of the US intelligence community, with data experts transforming how commercial intelligence is consumed.</p> <p>Ossian, our cloud platform, pulls structured and unstructured data from multiple sources, enriches it, and provides cutting-edge visualisation tools to ensure that not only are the right strategic decisions made, but also that everyone's activities are aligned to those decisions, from leadership to local engagement teams.</p>
<p>WEDNESDAY PEMBROKE 1630</p> <p>BRAINNWAIVE</p> <p>What does your data know that you don't?</p> <p>Steve Coates, CEO, Brainnwave</p>			

 	<p>At the Housing Technology 2017 conference, Castleton and Cluid Housing unveiled their exciting business transformation project.</p> <p>As promised, we are delighted to now share an update on the project's progression and the outcomes for Cluid, who have been live with Castleton's complete, integrated solution since November 2018. It has been a hugely significant project for Castleton and Cluid alike, having produced a future-proof, scalable solution specifically for the social housing sector.</p>	<p>Ronnie Maher has been the IT director at Cluid Housing since 2014. He has a BSc in computer applications and studied international technology management. He is certified in Prince2 project management and ITIL.</p> <p>James Massy has been COO of Castleton since April 2018, having previously been its product strategy director and sales director. He worked at Capita for 13 years, gaining a solid background in account management, pre-sales and consultancy.</p>	<p>Castleton provides integrated technology to empower social housing providers.</p> <p>Our intelligent digital solutions are currently in use by over 600 social housing providers across the UK, Rol and Australia. Our continued strive and investment in best-of-breed technologies has led to our combined solutions being used more than any other supplier to the sector, making us the number-one technology provider for social housing.</p>
<p>THURSDAY UNIVERSITY 1200</p> <p>CASTLETON & CLUID HOUSING</p> <p>An integrated technology partnership built for the future</p> <p>Ronnie Maher, IT director, Cluid Housing, & James Massy, COO, Castleton Technology</p>			

 	<p>Join us to hear CDW's experience of delivering cloud solutions, where we see projects fail, and how to create a strategy that delivers on what matters most.</p>	<p>Guy Smith is responsible for a team of 45 pre-sales architects and specialists who provide expertise and advice to customers. Covering a broad technology portfolio, the team's work includes supporting transactional opportunities, delivering deep architectural guidance and helping to translate business requirements into technical solutions.</p>	<p>CDW is a leading multi-brand technology solutions provider to housing, corporate business and the public sector including the NHS, local and central government and education in the United Kingdom, United States, Canada and other international locations.</p>
<p>WEDNESDAY PEMBROKE 1530</p> <p>CDW</p> <p>Delivering with the cloud - Are you doing it wrong?</p> <p>Guy Smith, head of technology solutions, CDW</p>			

Integrated technology to Empower Social Housing Providers



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DIGITAL ENGAGEMENT

Intelligent digital solutions to enable multi-channel comms and self-service for your customers
- 

BUSINESS ESSENTIALS

Work smarter with complete visibility across customer centric, data management solutions
- 

OPERATIONAL EFFICIENCY

Empower your staff with enhanced data reporting and optimisation through streamlined processes
- 

FINANCE MANAGEMENT

Efficient cost control, financial modelling and strategic planning with integrated finance solutions
- 

CLOUD & CORE SERVICES

Future-proof your organisation with reliable, secure and scalable cloud services, hosting and support


Join us at the Housing Technology Conference where we will be showcasing our range of integrated, hosted, technology solutions and sharing our customers' business transformation journeys alongside Castleton.

For more information on Castleton's integrated solutions visit our new look website www.castletonplc.com

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THURSDAY | EXETER | 1345

CHP

Focusing scarce IT resources to enable future performance

Kevin Darby, assistant director of information services, & Richard Hawkes, digital services development manager, CHP

Maintaining sector-leading housing performance while rationalising 20+ legacy IT systems into just six was never going to be easy, especially during a corporate restructure and with a challenging supplier environment; this was the challenge that CHP's IS team faced.


Join us as we explain how we tackled this major programme to reduce overheads, while successfully continuing to support the business, enhance integration and introduce great BI solutions.

With 35 years in the IT sector, extensive housing experience and a passion for pragmatism and continuous learning, Kevin Darby runs information services for CHP and chairs the Southern IT Forum.

With a decade in the housing sector, Richard Hawkes implements, supports and adapts digital solutions to enhance CHP's customer experience. As chair of the Capita OpenHousing user group, he has a vast knowledge of creating innovative and engaging solutions.

CHP, based in Chelmsford, has over 9,600 properties across Essex. The organisation aims to help build sustainable communities for the 19,000 customers it serves and is keen to tackle the social housing stigma and contribute to ending the housing crisis.

It has a range of initiatives to inspire the best from its people, with an emphasis on wellbeing, training and successful apprenticeships.



WEDNESDAY | LINCOLN | 1430

CIVICA

Assessing the cloud - Crucial, costly or chancy?

Harold de Neef, group director for cloud, Civica, Thomas Lancefield, business development manager, Civica, & Felix Ashwood, housing channel manager, Microsoft

Transitioning applications to the cloud typically delivers cost savings and service improvements, but many housing providers still view a move to the cloud as risky.

This presentation will explore the key considerations, benefits and outcomes at each stage of the cloud journey, referencing a cloud assessment we ran at a UK housing provider. We'll also hear from Microsoft on the operational advantages of moving to the cloud and the importance of choosing the right collaboration partner for your cloud journey.

Felix Ashwood supports Microsoft's public-sector partner channel across the Microsoft stack, with a focus on evangelising Microsoft technology within the housing sector.


Before working in IT, Thomas Lancefield spent five years as a professional cricketer. He now supports customers in the housing and not-for-profit sectors, supporting their long-term goals and maximising their investments in IT.

Harold de Neef runs Civica's cloud programme, having recently joined Civica from SAP where he was global head of strategy for cloud ERP. He has more than 20 years' experience in the IT sector, including roles at LexisNexis, Bain & Co. and PwC.

Civica is a market-leading provider of cloud-based software, digital solutions and managed services to the social housing sector, working in partnership with more than 400 housing providers to support five million tenants.

We connect tenants and providers by delivering multi-channel services, enabling residents to communicate anytime, anywhere.

Together, we help housing organisations gain better data insight by creating a single view of customers, enabling the delivery of intelligent, responsive services while unlocking significant savings.



WEDNESDAY | LINCOLN | 1530

CLOUD DIALOGS & R3 REPAIRS

Towards zero admin

Duncan Mackay, managing director, R3 Repairs


R3 Repairs, the contracting arm of East Lothian Housing, leverages technology at every stage to make the customer experience as streamlined as possible. The norm is now an invoice appearing in their finance system for a job no-one other than the customer who booked the repair and the operative who attended has ever laid an eye (or keystroke) on.

Duncan will explain how their self-service web site and Cloud Dialogs' Service Connect help his business run itself, how live dashboards tell him how much profit he is making and where things are going wrong, and how this is helping R3 expand into private-sector repairs to complement its core housing work.

Duncan Mackay joined East Lothian Housing in 2010 to set up R3 Repairs, building the business from the ground up and securing repairs contracts with other local housing providers. He divides his energies between expanding the business and making sure he knows exactly how profitable every job, operative and contract is on a day-to-day basis.

Cloud Dialogs develops Service Connect, the dominant housing repairs management system for the past two years. We deliver a true SaaS, cloud-based solution that supports everything from responsive repairs to voids, planned, cyclical and programmed work, and puts you in control of materials.

R3 Repairs is a subsidiary of East Lothian Housing and started trading in April 2010, operating across South East Scotland. R3 specialises in providing maintenance services to the social housing sector, providing an all-trades repairs and maintenance service day and night, 365 days a year. R3 also provides services to the private and commercial sectors, including direct to private householders with a fully online repair booking process.



WEDNESDAY | EXETER | 1530

COASTLINE HOUSING & UNIVERSITY OF EXETER

Smartline - Using data to improve services & better serve communities

Tim Taylor, senior lecturer, University of Exeter Medical School & Smartline principal investigator, Laurie Magowan, Smartline project manager, & Mark England, head of technical services, Coastline Housing

The ground-breaking Smartline project will explain how they are using sensor data from 290 homes to advance their understanding of the indoor environment and design better systems for managing homes in the future.

Smartline has a unique anonymised dataset covering gas and electricity usage, housing temperature, VOC & CO2 levels, humidity levels and water consumption. The project is also collecting health and wellbeing data relating to communities and volunteering.

Dr Tim Taylor's main research is in the valuation of environment and health end-points in policy analysis and the use of economic instruments to improve the environment.

Laurie Magowan is responsible for the strategy, communication, dissemination and representation of the Smartline project.

Mark England recognises that innovation and IT advances provide huge opportunities for housing providers in terms of asset management and supporting society.

Smartline is an exciting research project looking at how IT can be used to help us live healthier and happier lives.

We are a partnership project led by the University of Exeter with Coastline Housing, Cornwall Council and Volunteer Cornwall.



CDW ARE A LEADING MULTI-BRAND TECHNOLOGY SOLUTIONS PROVIDER TO HOUSING ASSOCIATIONS IN THE UNITED KINGDOM

CDW have an exceptional track record delivering IT solutions and helping Housing Associations shape strategy capable of delivering the transformation you seek.



With over 200 technical experts, CDW designs, implements, and supports a wide range of integrated technology solutions.



CDW Core capabilities include public and private cloud, managed services, data management, network management, IT security, and end user computing.





As one of the largest IT solutions providers CDW have experience across housing, corporate business, and public sector, including NHS, local and central government, and education.



Contact CDW today to arrange a non chargeable technical discovery workshop with one of our solutions experts.



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 	<p>Explore how the world's most powerful mapping and analytics technology enables you to combat data silos and uncover the true insights in your data to drive positive decision making.</p>	<p>Working for Esri for over 20 years, Robin Appleby delivers software demonstrations and provides post-sales support to customers to ensure they get the most out of their software. Robin has a wealth of experience in how customers apply GIS to solve real-world problems.</p>	<p>In the UK, over 100 housing associations deploy an Esri GIS solution and it is clear that the need to understand where things are, and how they inter-relate, is fundamental to what they do.</p> <p>More so than in any other sector, location is essential in housing and GIS helps answer those geographic questions which would otherwise go unanswered.</p>
<p>WEDNESDAY UNIVERSITY 1215</p> <p>ESRI</p> <p>How spatial analysis is helping leading housing providers gain new insights</p> <p>Robin Appleby, customer success consultant, ESRI</p>	<p>Learn first-hand from a leading housing provider how spatial analysis has been used to improve processes, increase productivity, identify profitable opportunities and deliver outstanding customer service.</p>		

 	<p>We will all be the very nature of 'what' we do be driven by a strong 'why' for our existence.</p>	<p>Jenny Chapman is passionate about fostering positive changes that improve the quality of life for individuals and communities. She has 28 years' experience of working in social care, health, community services, education, supported housing and regeneration.</p>	<p>ForViva is a social-purpose business that positively impacts communities. The group owns and manages more than 24,000 homes across the North West.</p>
<p>THURSDAY PEMBROKE 1445</p> <p>FORVIVA HOUSING</p> <p>Form follows function</p> <p>Jenny Chapman, group director of innovation & excellence, & Mark Sullivan, group director of ICT, ForViva Housing</p>	<p>This same principle is needed when considering the design of technology for our businesses. When building homes, we know for successful outcomes that we must have excellent design, sound land conditions, strong foundations, the right capabilities, materials and infrastructure. Housing providers should apply similar thinking when considering their ambitions for technology to help run and transform their businesses.</p>	<p>With over 20 years' experience in housing and previous roles in the NHS and the Queensland Government, Mark Sullivan leads the delivery of large-scale projects including infrastructure, data centre migrations, and mobilisation.</p>	<p>Launched in June 2015, ForViva brings together City West Housing Trust, Villages Housing Association, ForLiving and property services firm Liberty.</p>

 	<p>The internet of things (IoT) constantly figures on the hottest technology lists of all the major technology futurists, but where is it in relation to social housing, what is the state of play of IoT for our sector, how can we use it effectively, and why should it be included in your strategic planning for 2020 and beyond?</p>	<p>Having worked in both front-line housing provision and public-sector software for over 20 years, Stewart Davison explores new technologies and services for Gas Tag. He is also a board member of a number of housing and support-related organisations.</p>	<p>At Gas Tag, our mantra is 'safety through technology'; we ensure landlords are providing tenants with the ultimate gas-safety package.</p>
<p>WEDNESDAY UNIVERSITY 1630</p> <p>GAS TAG</p> <p>Putting IoT on the housing agenda</p> <p>Stewart Davison, business development manager, Gas Tag</p>	<p>Stewart Davison from Gas Tag has been working with the sector on taking advantage of technology in the every day and on making IoT a reality for social housing; this session will explore why IoT should be on everyone's list.</p>		<p>The Gas Tag system comprises three main elements; the Tag, the App and the Portal combined ensure that only competent, qualified, Gas Safe engineers can complete works. And with the portal, housing providers can monitor their properties in real-time, produce KPIs and, most importantly, have immediate visibility of their overall compliance.</p>

 	<p>The overwhelming importance of IT in business today presents a dichotomy when it comes to strategic planning. Housing providers are under immense pressure to deliver incredible efficiencies. Millennials, our future tenants, will expect us to interface with them across all of their channels, not just on ours, just as they expect from their bank and retailers.</p>	<p>Harneck Chilemba is an innovative leader and public speaker with more than 20 years' experience as a finance & IT director in housing. He has proven track record in leading and delivering transformational change in challenging environments.</p>	<p>HAC Housing Consultancy specialises in delivering finance and IT project implementation services to the social housing sector</p>
<p>THURSDAY LIBRARY 1045</p> <p>HAC HOUSING CONSULTANCY</p> <p>Is IT a catalyst or an enabler?</p> <p>Harneck Chilemba, managing director, HAC Housing Consultancy</p>	<p>Is IT still a mere enabler or driver of our future business?</p>		

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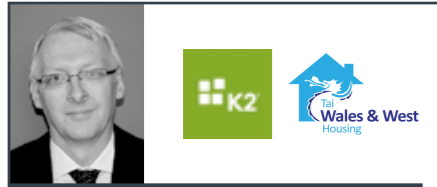


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 <p>Hitachi Solutions</p>	<p>Innovative organisations are taking advantage of a powerful set of technologies to make profound changes to their business systems and operating models; the combination of augmented reality, connected IoT devices, AI and advanced mobility solutions means that operations can be completely revolutionised.</p> <p>Is this all just hype, or is there genuine value to be had from investments in these technologies and the associated digital inclusion?</p>	<p>Kyle Hill is an innovative technology pioneer, experienced in digital transformation and strategic IT-enabled growth on a global scale. He generates the confidence organisations need to solve problems, achieve goals and become an agent of change in a digitally-disrupted world.</p>	<p>As one of the largest and most qualified consulting firms specialising in Microsoft technologies in the world, we deliver innovative and affordable solutions tailored to the housing sector.</p> <p>Our team of housing professionals and technology experts harness the power and possibilities of the latest applications and integrate them seamlessly into housing providers, creating a single source of truth that will improve how they operate today and into the future.</p>
<p>THURSDAY PEMBROKE 1045</p> <p>HITACHI SOLUTIONS</p> <p>Reimagining housing - IoT ready or not?</p> <p>Kyle Hill, director of emerging technology, Hitachi Solutions</p>			

 <p>housing&care21</p>	<p>Learn how Housing & Care 21 is using its 'traditional' core systems and integrations to drive business efficiency and effectiveness in new ways, to increase data quality, improve workflows and reduce overheads.</p> <p>Discover how achieving this can be far less dependent on which applications you have than you might imagine.</p>	<p>With previous roles in banking and local government, Jonathan Riches joined Housing & Care 21 in 2012. A keen advocate of using technology to enable efficient business processes he has had a key role in designing and delivering Housing & Care 21's technology landscape.</p>	<p>Housing & Care 21 is a leading, not-for-profit provider of retirement and extra-care housing for older people of modest means.</p> <p>We support independence and choice for older people by providing quality housing and care, managing over 20,000 properties and providing over 42,000 hours of social care each week.</p> <p>Housing & Care 21 achieved the Investors in People Gold award in 2018.</p>
<p>WEDNESDAY LIBRARY 1215</p> <p>HOUSING & CARE 21</p> <p>Rethinking core systems for new ways of working, improved workflows & streamlined operations</p> <p>Jonathan Riches, technology & innovation manager, Housing & Care 21</p>			

 <p>itica</p>	<p>Experience level agreements (XLAs) are now a 'thing' in the new digital world, forcing a rapid change to traditional IT service management concepts and thinking.</p> <p>Given that experience is ultimately the only thing that matters, it's no surprise that XLAs are now appearing in contracts for IT services and solutions. In this presentation, we will be discussing and debating what this means for internal and external housing IT service providers and customers.</p>	<p>Before working in the housing sector, both Neville Brown and Martin Joy held senior-level positions in a variety of commercial sectors. Neville founded itica in 2004 and Martin joined as a consultant in 2013, before being appointed as a director in 2018.</p>	<p>Established in 2004, itica is best known in the housing sector for its business-driven IT consultancy services, with a proven track record of helping housing providers to maximise the business value gained through IT.</p> <p>Alongside traditional consultancy offerings, we offer a range of solutions that help deliver business outcomes through critical business insight. This includes gaining control of spreadsheet data, managing your engagement with communities, and measuring user experience across the digital supply chain.</p>
<p>WEDNESDAY UNIVERSITY 1530</p> <p>ITICA</p> <p>Never mind the KPIs, feel the experience!</p> <p>Neville Brown, managing director, & Martin Joy, director, itica</p>			

 <p>K2 Wales & West Housing</p>	<p>In today's housing sector, it's of paramount importance to enable digital transformation via the rapid development and rollout of applications to deliver a consistent, reliable and quality service to the business and external customers.</p> <p>Join us to explore how to enable agile, low-code app development for digital transformation and rapidly deploy applications for regulatory compliance across all areas.</p> <p>This session will explore: how to digitise and fully automate your processes; how Wales & West has developed and automated its compliance framework including gas (CP12) and electric (EICR); and a live demonstration of how you can enable compliance.</p>	<p>Richard Troote has over 15 years' experience as a head of IT in the housing sector. He was formerly the chair of the CHC IT Network, representing IT professional in Wales, and a founder member of CoraUK.</p> <p>He was a director of SprinT, suppliers of supporting people software, and spent 18 years with the Civil Service and British Airways. He is an associate lecturer with the Open University.</p>	<p>Create process applications that automate workflows and transform your business with K2, the intuitive cloud-based digital process automation platform.</p> <p>Build compelling, modern applications quickly, empower users to solve business problems, and take control of your workflows.</p> <p>Discover what you can accomplish when you connect your people, processes, and applications.</p>
<p>THURSDAY LINCOLN 1200</p> <p>K2 AND WALES & WEST HOUSING</p> <p>Using automation to make compliance a service differentiator</p> <p>Toby Hayles, head of UK & Ireland, K2, and Richard Troote, head of ICT, Wales & West Housing</p>			




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	<p>Providing tenants with Uber-style, real-time operative tracking, super-accurate ETAs, and two-way communications not only gives a fantastic customer experience, but also produces significant operational savings, such as inbound calls reduced by 30 per cent and no-access/failed appointments reduced by 20 per cent.</p>	<p>Paul Swannell first worked in the housing sector during the 'ERP revolution' of 2013/15 when he gained a thorough understanding of housing technologies and processes. He is now leading Localz' engagement with RSLs, contractors and housing IT suppliers.</p>	<p>Localz automates customer notifications that combine real-time location tracking with accurate ETAs and two-way communications.</p>
<p>WEDNESDAY LINCOLN 1630</p>			
<p>LOCALZ</p>			
<p>The 'Uberisation' paradox - Happy customers and efficiency savings?</p>			
<p>Paul Swannell, sales director, Localz</p>			

	<p>Covering the early stages of our digital transformation, this session will focus on how we have engaged customers in our journey, designed our application and adopted a low-code approach, along with a demo of the final product and the outcomes to date.</p>	<p>Kathryn Downs' flair for communication, customer service and leadership has seen her carve out a successful 17-year career in the IT sector. Having honing her IT and leadership skills at Tesco, she joined Midland Heart in 2017, where she is leading a new IT strategy and defining the organisation's digital journey.</p>	<p>Midland Heart owns and manages 33,000 homes across the Midlands. We balance great customer service with value for money to provide a range of quality homes and services for 70,000 customers that enable people to live independently.</p>
<p>WEDNESDAY EXETER 1100</p>			
<p>MIDLAND HEART</p>			
<p>Low-code, digital transformation & the customer experience</p>			
<p>Kathryn Downs, director of IT, Midland Heart</p>			

	<p>MobileIron and a key housing customer will describe a specific solution scenario where true differentiated business value has been delivered.</p>	<p>Now responsible for MobileIron's UK business in the UK, David Critchley is an industry veteran across all market sectors. After a 16-year career at Cisco, he worked for Dimension Data and Rackspace before joining MobileIron.</p>	<p>Welcome to the era of modern work, powered by cloud and mobile...</p>
<p>THURSDAY LINCOLN 1045</p>			
<p>MOBILEIRON</p>			
<p>Delivering secure mobile solutions in housing</p>			
<p>David Critchley, regional director, MobileIron</p>			

	<p>The seminar will outline how business and digital transformation are always evolving, and the journey is never complete because the transformation project continually develops with the business, its customers and the changing environment.</p>	<p>Glenn Phillips has a wealth of experience leading IT and development functions within software businesses. His commercial grounding has given him a strong track record in delivering innovative and commercially successful development strategies.</p>	<p>Mobysoft helps to deliver time- and cost-saving solutions, which create tangible ROI for the social housing sector, including our RentSense application, a cloud-based, predictive analytics solution that optimises front-line income management workloads. Our software helps over 130 housing providers, including half of the G15, to maximise income, create efficiencies and mitigate welfare reform.</p>
<p>WEDNESDAY PEMBROKE 1100</p>			
<p>MOBYSOFT & TORUS</p>			
<p>The transformation treadmill</p>			
<p>Liz Haworth, group director of delivery & transformation, Torus. & Glenn Phillips, chief technology officer, Mobysoft</p>			

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THURSDAY | PEMBROKE | 1345
NATURAL HISTORY MUSEUM
 Creating the technology vision
 Ian Golding, interim CIO, Natural History Museum

Many organisations have digital, IT or data blueprints and plans, yet some do not. This presentation will examine how the technology vision and organisational strategy need to be aligned to create value and benefit to all stakeholders.



This discussion will look at examples of how to diagnose your current state, some common scenarios, and how to overcome the challenges to create your technology vision and create genuine impact.

Ian Golding has been a CIO, CTO and data privacy officer leading global commercial IT programmes for over 20 years in permanent, interim and private consulting roles. He is a Chartered Professional Fellow of the BCS and a Fellow of the IoD, RSA and IET.

He is currently the interim CIO at The Natural History Museum, developing the technology vision to support its dual role as a centre of excellence in leading scientific research and as a world-leading museum.

As the RNL's first CIO (interim), Ian created their first technology vision including new insight capabilities that are now helping the RNL to break the chain of events that can lead to drownings.

Ian was also previously the interim IT director at Southern Housing.

WEDNESDAY | LINCOLN | 1215
NORTHGATE PUBLIC SERVICES
 COTS vs. ERP vs. DIY vs. Hybrid
 Trevor Hampton, product director for housing services, Northgate Public Services & a number of experts from housing providers

ERP systems are highly configurable but come at a cost. COTS solutions offer rich functionality, but historically lack good digital services and open integration. Then the open-source community enables a range of DIY and hybrid solutions.



But which platform can best support the long-term needs of the sector? In this panel debate, experts from housing providers will share their views on the best IT model for meeting complex needs and ensuring affordable delivery.

Trevor Hampton leads on housing investment at Northgate, with over 30 years' experience as a software engineer in the UK, Canada and the US. He is the vice-chair of Connswater Homes and a member of CIH and NAHRO.

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

Northgate Public Services push boundaries and raise standards to deliver positive change to shape a housing sector that thinks smart and works smarter.

And with over 180 housing customers and five million tenants already relying on Northgate innovations, we have the talent, technology and expertise that counts.

WEDNESDAY | LIBRARY | 1430
NOTTINGHAM CITY HOMES
 Hold fire on procurement! Making the most of what you already have
 Sue Smith, head of business transformation, Nottingham City Homes



It is amazing what you can do with what you already have, merely by looking at it in a systematic way. From a transformation and technology perspective, take stock of what you already have by looking at processes, systems and people.

During this session, we will focus on how we approached this topic by being curious, asking questions, challenging the status quo and, above all, being empathetic.

Sue Smith is responsible for NCH's IT and transformation projects, strategy, planning, performance monitoring and business improvement. She previously worked in the global manufacturing environment of Jaguar Land Rover.

Nottingham City Homes is one of the UK's largest housing providers, managing around 27,000 homes.

We're an ALMO of Nottingham City Council and our vision is to create homes and places where people want to live. We're the UKHA 'Landlord of the Year' and we're delivering record levels of satisfaction, working closely with the council to devise solutions that work for local communities.

THURSDAY | UNIVERSITY | 1445
OPTIVO
 The digital tenant - On-boarding by default
 Robert Stewart, head of design & development, Optivo

Optivo's 2020 vision is to be a digital enterprise where excellent service can be provided more efficiently through mobile devices and self-service.

In 2018, we went live with our paperless, integrated, end-to-end process to on-board tenants. In 2019, we are now extending the solution to include automated creation and distribution of tenancy documents (including digital signatures).

We will explain the 'why', and show you as much as we can of the 'how'.

Robert Stewart has worked in software development for 23 years. He is leading Optivo's development team to become a 'digital enterprise' using data integration, CRM, HMS, document generation & EDRM, customer portals & apps, and mobile working.

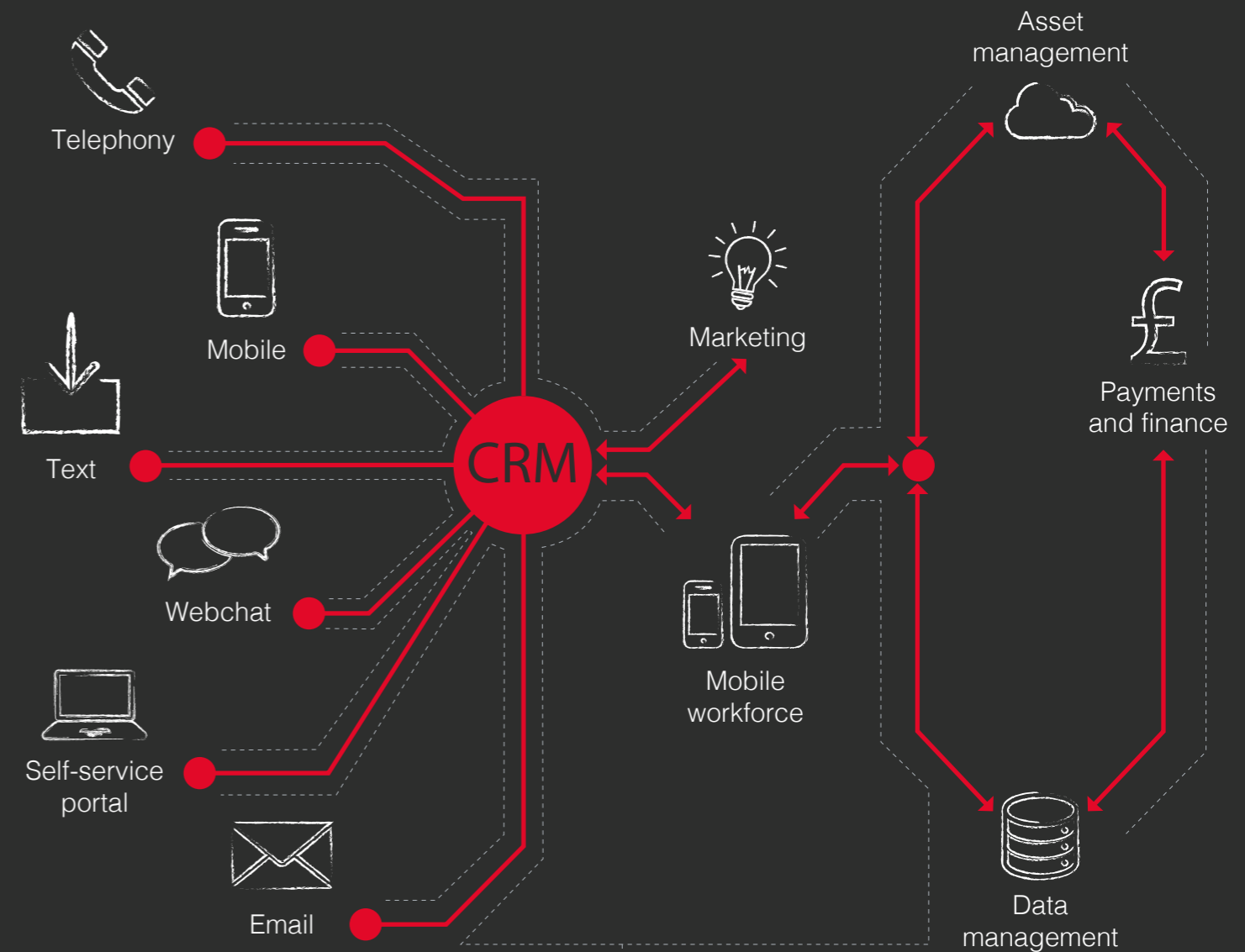
Optivo has 44,000 homes, giving 90,000 people in London, the South East and the Midlands, somewhere affordable to live.

Our aim is to provide a safe, secure environment as we know this enables people to flourish. We work with residents, local authorities and partners to meet housing needs and create safe, sustainable communities.

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WEDNESDAY | PEMBROKE | 1430

ORCHARD & RED OLIVE

Unlocking value through data insight

Richard Harrison, head of service products, Orchard. & Jefferson Lynch, client development director, Red Olive

What keeps your CEO awake at night? Perhaps customer behaviour, tenant engagement, reporting, regulatory governance and viability compliance, keeping in line with KPI statistics, fraud detection and/or GDPR?

Data is a huge part of our business lives as massive data sets with terabytes of data become commonplace. The exponential growth in volume, variety and speed of data can be overwhelming, but seen in the correct light, it can also be eye-opening in realising huge business efficiencies and revenue savings.

We are at the forefront of predictive analytics, helping customers rethink good landlord/tenant relationships through better insight into tenants' behaviour.


We look for patterns in customers' data and analyse performance to increase their business revenues while lowering ongoing costs. By helping them develop the right strategy to unlock the value within their otherwise untapped data, they can make the most of the data they already have and make sense of the many different sources available to further enhance the results.

Richard Harrison is a digital business transformation and collaboration professional with over 20 years' experience in the sales, project management & development, consultancy, implementation and training of business solution technologies and SaaS/cloud-based applications.

Jefferson Lynch has more than 20 years' experience in the fields of analytics, data mining and data management for a wide variety of leading organisations.

With over 40 years' experience, Orchard delivers people-first solutions to the housing sector - solutions with purpose, solving real problems in our customers' lives.

Orchard can be your trusted partner, whether you're on the path of business or digital transformation, want to achieve improved ROI through the management of your assets and income, or even mobilise your staff so that they can be more productive in the field.



THURSDAY | UNIVERSITY | 1345

POBL GROUP

Data beats software hands down!

Mandy Garrett, director of technology & business solutions, & Dave Prince, lead architect for business intelligence, Pobl Group


Mergers present us with many difficult technology decisions, including the duplication and variation of software and confusing data.

We've navigated these challenges by using our business intelligence team to buy time, save money and provide valuable insights while these challenges have been addressed. With projects ranging from merging data held in multiple HR, finance and housing management systems to replacing software with reports and insights, we've enriched our business and customer views.

Mandy Garrett is a dynamic IT and change professional with over 15 years' experience. Leading a team of over 20 staff, she is responsible for all aspects of technology at Pobl.

Having previously worked for eight years in telecoms, Dave Prince leads a team that has modernised and simplified Pobl's data estate in order to provide trustworthy reporting and innovative solutions to Pobl's information needs.

Pobl Group was formed in 2016 from the merger of Seren Group and Grŵp Gwalia and comprises several companies, 17,000 homes and over 2,500 people, making a difference through housing, care and support.



THURSDAY | UNIVERSITY | 1045

POWEROBJECTS & SOVEREIGN HOUSING

Limitless delivery - Beyond the boundaries of housing

Will Thompson, housing solution specialist, PowerObjects, & Sam Dart, head of digital technology services, Sovereign Housing Association


PowerObjects successfully enables housing providers to embrace digital transformation by delivering high-performance, innovative technology solutions built on Microsoft business applications.

Join us as we explore the positive disruption we're enacting within the sector and hear from Sovereign Housing about our partnership and their plans for the future to challenge the boundaries of digital services and ways of working.

Sam Dart is responsible for the organisational wide deployment of Microsoft Dynamics 365 at Sovereign Housing, working in partnership with PowerObjects to deliver scalable, resilient and innovative solutions.

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

As a multi-year winner of Microsoft's 'Dynamics Partner of the Year' award, PowerObjects strives to be the number-one Microsoft Business Applications Provider in the world by delivering solutions that help organisations to increase productivity, streamline business processes and build better relationships.



WEDNESDAY | UNIVERSITY | 1100

RACKSPACE

"The future is already here - It's just not evenly distributed yet"

Leon Blakely, senior business development manager, Rackspace

Cloud adoption is on everyone's agenda, but have you considered the potential drawbacks?

Learn how to navigate the pitfalls and protect your organisation against risk. We've helped customers across numerous sectors at different stages of their migration journeys; we've seen it all. It's not just about technical understanding, but also about helping your organisation to adjust to cultural changes and to thrive through collaboration in today's evolving digital landscape.

Join us to understand how cooperating across the business and leveraging unbiased expertise can ensure your costs are contained and managed.

It's becoming increasingly difficult for businesses to understand, interpret and differentiate the broad array of cloud-based technologies on offer. Leon Blakely's role at Rackspace is to help customers cut through the complexity and deliver technical solutions that benefit their business.

Rackspace is a leading provider of IT-as-a-service in today's multi-cloud world.

It delivers expert advice and integrated managed services across applications, data, security and infrastructure, including public and private clouds and managed hosting.

Rackspace partners with every leading technology provider, including Alibaba, AWS, Google, Microsoft, OpenStack, Oracle, SAP and VMware.



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Whether you are a housing provider or a supplier to the housing sector, we have a range of skills and innovative solutions that are proven in helping organisations to maximise business value from technology and deliver outcomes aligned to your business priorities.

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- Digital quality and experience management



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	<p>Join us to find out the ups and downs of delivering our digital transformation programme using Agile methodology, building our own portal and developing Microsoft Dynamics-based CRM.</p>	<p>Sheila Starr has been a customer-service professional for 20 years, setting up new contact centres from scratch and delivering digital services to customers. She is now leading a transformation team building digital solutions to provide self-service to customers.</p>	<p>Eastleigh-based Radian is an award-winning organisation with a growing portfolio of over 24,000 properties.</p>
 <p>WEDNESDAY EXETER 1215</p> <p>RADIAN GROUP</p> <p>The pain of becoming Agile</p> <p>Sheila Starr, assistant director of technology & innovation, Radian Group</p>	<p>Discover how we gained the investment and sold this approach to our senior executives and the business, how we managed the pain of showing people how to work iteratively, what our ultimate vision is, and what we've done so far.</p>		<p>With a turnover of over £160 million and a surplus of £35.5 million, it employs more than 800 staff and is one of the largest housing providers in the south of England.</p>

	<p>How low-code can deliver innovation, digitise any service, join up your software, plug your gaps and save you money.</p>	<p>Gareth Edwards is passionate about tools that join up IT systems and make business processes more efficient. He has worked in housing since 2005 and is a big contributor to Open Source software.</p>	<p>Rapid reduces the time, cost and complexity of creating amazing software, helping you to deliver innovation and efficiency.</p>
 <p>WEDNESDAY UNIVERSITY 1630</p> <p>RAPID INFORMATION SYSTEMS</p> <p>Low-code - One tool to join them all</p> <p>Gareth Edwards, founder & managing director, Rapid Information Systems</p>			<p>We have worked with leading local authorities and housing providers since 2005, and have considerable experience with integration, especially with housing management systems.</p> <p>The most popular uses of Rapid are for creating offline mobile and responsive web applications, adding joined-up, real-time integration to multiple legacy systems with attractive modern user interfaces.</p>

	<p>Redkite CRM is housing management re-invented into a modern, cloud-based, highly-functional product with a wealth of analytics.</p>	<p>Andy McCormick is the co-founder, owner and managing director of RedkiteCRM, and has been implementing IT systems into housing associations for over 13 years.</p>	<p>RedkiteCRM develops and implements Microsoft Dynamics into the social housing sector.</p>
 <p>WEDNESDAY PEMBROKE 1630</p> <p>REDKITE CRM</p> <p>Dynamics for rents, service charges, payments & analytics</p> <p>Andy McCormick, managing director, Redkite CRM</p>	<p>Developed in partnership with housing providers to address the needs of social landlords today, discover how Redkite CRM provides all the functionality needed to replace legacy systems while retaining the full power and flexibility of Microsoft Dynamics.</p>		<p>We specialise in providing and implementing products to enable housing providers to replace legacy systems with a modern, highly-functional solution providing all the core functionality required by the business combined with the inherent flexibility of Microsoft Dynamics.</p>

	<p>RHP has chosen a different path to many others in our sector. More of our customers expect better, faster and lower cost services and our employees equally want an improved user experience so that we continue to be at the forefront of both customer and digital services.</p>	<p>Jonathan Creaser joined RHP in 2003, having previously delivered outsourced IT solutions to some of the world's largest airlines. At RHP, he has built a scalable and flexible technology platform using Microsoft Dynamics and BoB applications to enable the delivery of real-time digital solutions.</p>	<p>Robert Dobbs has led RHP's customer service teams through a change programme that has resulted in sector-leading customer and employee satisfaction. He is part of RHP's senior management team that has steered the company to a top 5 placing in the Sunday Times' 'Best Companies to Work for' survey.</p>
 <p>WEDNESDAY LIBRARY 1100</p> <p>RHP</p> <p>Re-imagining housing - The creation of the housing provider of the future</p> <p>Jonathan Creaser, group IT director, Emily Ward, senior performance analyst, & Robert Dobbs, director of customer services, RHP</p>	<p>Find out how RHP became one of the first to achieve IIP Platinum, the first in the sector to establish an automated, online repairs booking service, one of the first to adopt Microsoft Dynamics to drive our service, and use real-time data to drive our performance.</p>	<p>Before her current role, Emily Ward was RHP's e-experience manager and led their award-winning customer services team, winning accolades such as 'best customer service' at the UK Customer Experience Awards in 2015.</p>	<p>In 2016, we launched the UK's first fully-digital housing service (RHPI) which has both improved customer satisfaction and reduced costs, enabling us to build 1,000 homes over the next five years.</p>



BUILD FASTER AUTOMATE SMARTER



BUILD



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Create process applications that automate workflows and transform your business with K2, the intuitive cloud-based digital process automation platform.


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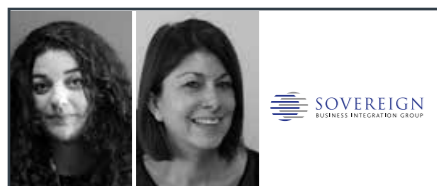
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	<p>Connecting tenants to the right person first time can be difficult when you're using a range of systems that aren't integrated with each other. In addition to the duplication of data and effort, the lack of integration makes it difficult to provide a self-service portal that strengthens relationships and provides you with a 360-degree view of each and every household.</p> <p>This session will show how by using Salesforce's world-class products, you can make time and cost savings while improving customer experience and satisfaction by improving the speed of resolution and allowing customers to help themselves.</p>	<p>Shofna Begum is focused on working with non-profit organisations and housing providers, helping them to build stronger and better relationships with customers through the use of technology.</p> <p>Etienne de Klerks has 25 years' experience in IT, and is currently working with housing providers and NGOs to realise greater impact and efficiency through technology.</p>	<p>In the future, we see a better world. And the changemakers creating that better world should have the tools and technology to make it possible.</p> <p>Salesforce.org gets our technology in the hands of non-profits, educational institutions and philanthropic organisations so they can do more good.</p> <p>As a social enterprise, the more missions our technology supports, the more we invest back into technology and communities, creating an endless circle of good. We're here to help.</p>
<p>THURSDAY EXETER 1200</p> <p>SALESFORCE.ORG</p> <p>Transforming self-service for housing providers' customers</p> <p>Shofna Begum, account executive, & Etienne de Klerks, senior solution engineer, Salesforce.org</p>			

	<p>The world has changed. Housing has not. At least not enough.</p> <p>While the housing sector is struggling to get to grips with the digital revolution, Salix Homes is on a journey to 'rethink housing' and become an ultra-modern housing provider of the future.</p> <p>Chief executive Lee Sugden will discuss how Salix Homes is evolving its ways of working in order to face these challenges head-on and how the sector needs to change to meet customers' needs and expectations in a modern, digital world.</p>	<p>Lee Sugden has been at the helm of the Salford-based housing provider since it transferred from council ownership in 2015. He is a respected voice in the housing sector, known for his forward-thinking and innovative solutions, and he is leading Salix Homes on its journey to 'rethink housing'.</p>	<p>Salix Homes is a multi-award-winning housing provider based in Salford, with more than 8,000 homes across the city.</p> <p>It's a progressive organisation, with a bold vision to provide truly digital services for its customers and help them to navigate and embrace the new digital world.</p>
<p>THURSDAY LINCOLN 1445</p> <p>SALIX HOMES</p> <p>Rethinking housing with Salix Homes</p> <p>Lee Sugden, chief executive, Salix Homes</p>			

	<p>Chris Deery will argue that no company in the modern world can afford to take the view that their business strategy should always drive their IT Strategy.</p> <p>In reality, all companies need to find the right balance between having a long-term business strategy driven by the requirements of tenants, regulators and other stakeholders. But they also need to be able to consider a rapidly-changing technical environment, legislation such as GDPR, and a growing tenant user population who expect to be able to access all services digitally.</p>	<p>In addition to his role at Solihull Community Housing, Chris Deery is chairman of a community interest company, Happy To Help Northampton which is a subsidiary of Northampton Partnership Homes where Chris is a board member. In 2017, he was short-listed for an international award for the 'most disruptive technology leader'. He is also a tutor and consultant for the Open University.</p>	<p>Solihull Community Housing is an ALMO on behalf of Solihull Council.</p> <p>It manages around 10,000 tenanted homes and 1,200 leasehold properties, together with just over 5,000 garages and a small number of shared ownership properties. HR, equalities, IT, legal and financial management services are provided to SCH by the council.</p>
<p>WEDNESDAY LIBRARY 1530</p> <p>SOLIHULL COMMUNITY HOUSING</p> <p>Should your IT strategy ever drive your business strategy</p> <p>Chris Deery, head of housing IT, Solihull Community Housing</p>			

	<p>Integrating a range of systems can prove a challenge. In this presentation, we look at how housing providers can master the merger of systems and create a successful roadmap for integration.</p> <p>We talk through the engagements we have worked on and different scenarios (because no two mergers are ever the same!) as well as share some tips and advice for ensuring your merger goes smoothly.</p>	<p>Jenny Shorter is an experienced housing professional helping social housing providers use IT to deliver both business excellence and efficiency.</p> <p>Claire Lea joined Sovereign in 2018 following 15 years' experience of delivering business and technology strategies within the housing sector.</p>	<p>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 the organisation's strategy and objectives so IT best supports your needs.</p> <p>Delivering IT services to the housing sector for over 18 years, we implement and manage tailored solutions to address continuing organisational demands, across consultancy, IT solutions, managed IT services and data centres.</p>
<p>WEDNESDAY PEMBROKE 1215</p> <p>SOVEREIGN BUSINESS INTEGRATION GROUP</p> <p>Mergers & partnerships - The role of IT in successful integrations</p> <p>Jenny Shorter & Claire Lea, senior consultants, Sovereign Business Integration Group</p>			





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 	<p>With every new project, the team at TSG push the envelope and get under the skin of the challenges faced by housing providers.</p> <p>This practical session will showcase real-world solutions tackling everything from customer on-boarding to process audits, all deployed using powerful Microsoft's Office 365 tools such as Flow, PowerApps and SharePoint. The challenges typically include pulling together data from disparate sources, including core management systems, and replacing clunky, paper-based and inefficient tasks.</p>	<p>As a SharePoint aficionado from the very start, Tony Hughes was quick to recognise the potential of Office 365 and apply its capability to help customers improve collaboration, automate processes, deploy enterprise-level document management, share knowledge, achieve compliance and manage quality.</p>	<p>One of only 12 announced by Microsoft as charter members of its SharePoint Business Partner Program, TSG has clearly demonstrated expertise in deploying innovative solutions based on Office 365 and its powerful suite of applications.</p> <p>Coupled with our expertise across all areas of technology from infrastructure to telecoms, and ERP to business intelligence, TSG deploys stand-alone projects, complete managed IT services and full digital transformation for customers across the UK.</p>
<p>THURSDAY PEMBROKE 1200</p> <p>TSG</p> <p>Hidden treasure - Uncovering the real value of Office 365</p> <p>Tony Hughes, Microsoft solution strategist, TSG</p>			

 	<p>Today's customers differ quite markedly from customers in years gone by, the most obvious difference being their expectations. They are exposed to a broader range of products and services from a variety of businesses, both bricks & mortar and online, making them far more savvy and consequently more demanding. Despite this cultural shift, one thing remains the quintessential component for any customer: their experience.</p> <p>Wandle aspires to deliver a 21st-century customer experience and has taken the decision to transform its business so that it's flexible enough to support this vision and deliver the 'wow' factor to its customers. Our new system is designed to enable service delivery that is no longer on the back foot, it promotes the principles</p>	<p>of 'apologise, learn, don't repeat, follow through and follow up' and, perhaps most importantly, pre-empt your problems.</p> <p>Debbie Chun has a degree in public policy & management and 20 years' experience working for housing providers, from A2Dominion to The Guinness Trust. In her current role she helps to define the vision for Wandle's innovative 'Stream' IT project.</p> <p>Gerard Naughton has an established history of working in the housing sector. His experience and skills span the specialisms of business transformation, innovation, business strategy, data analysis, business continuity, emergency management and IT contract management.</p>	<p>With over 7,000 homes across nine South London boroughs, Wandle provides homes for rent, shared ownership, outright sale and supported housing.</p> <p>As a developing housing provider, we are helping to tackle the shortage of good quality, affordable housing. We have provided hundreds of new homes both for the people most in need of housing and those who would otherwise not be able to afford to own their own home.</p>
<p>THURSDAY LINCOLN 1345</p> <p>WANDLE HOUSING</p> <p>The 'wow' factor - From traditional HMS to Dynamics</p> <p>Debbie Chun, IT programme manager, & Gerard Naughton, head of innovation & transformation, Wandle Housing</p>			



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Aareon is the leading European housing IT provider, with over 10 million units of stock managed on our software throughout Europe.

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. We deliver tailored enterprise-wide solutions for your every need.

As social housing in the UK becomes more complex, it requires more sophisticated IT systems; comprehensive, scalable and as versatile as the tasks that you have to deal with.

Whether Aareon implements an enterprise-wide solution or optimises and customises a number of individual modules to complement your existing applications, each Aareon solution encompasses years of know-how, the experience of more than 100 implementation projects and over 50 years of social housing expertise.

The Aareon product suite

Aareon UK offers truly integrated and highly functional housing management software, mobile and digital solutions designed specifically to meet the needs of social housing providers.

Aareon solutions makes the jobs of your staff easier while streamlining your processes and giving you access to the information you need to make the right decision at the right time.

Aareon QL is a totally flexible solution designed to give your organisation a clear picture of its customers, assets, finance and people.

1st Touch Mobile integrates seamlessly with your housing management system. It has a range of modules for mobile workforce automation, specialising in areas of functionality required within the social housing environment, following a best-practice approach to workflow, security, user access and management oversight.

Aareon 360 Customer Portal supports your customers in making rent balance and transaction enquiries, making payments, requesting repairs, reporting issues in communal areas and reporting anti-social behavior.

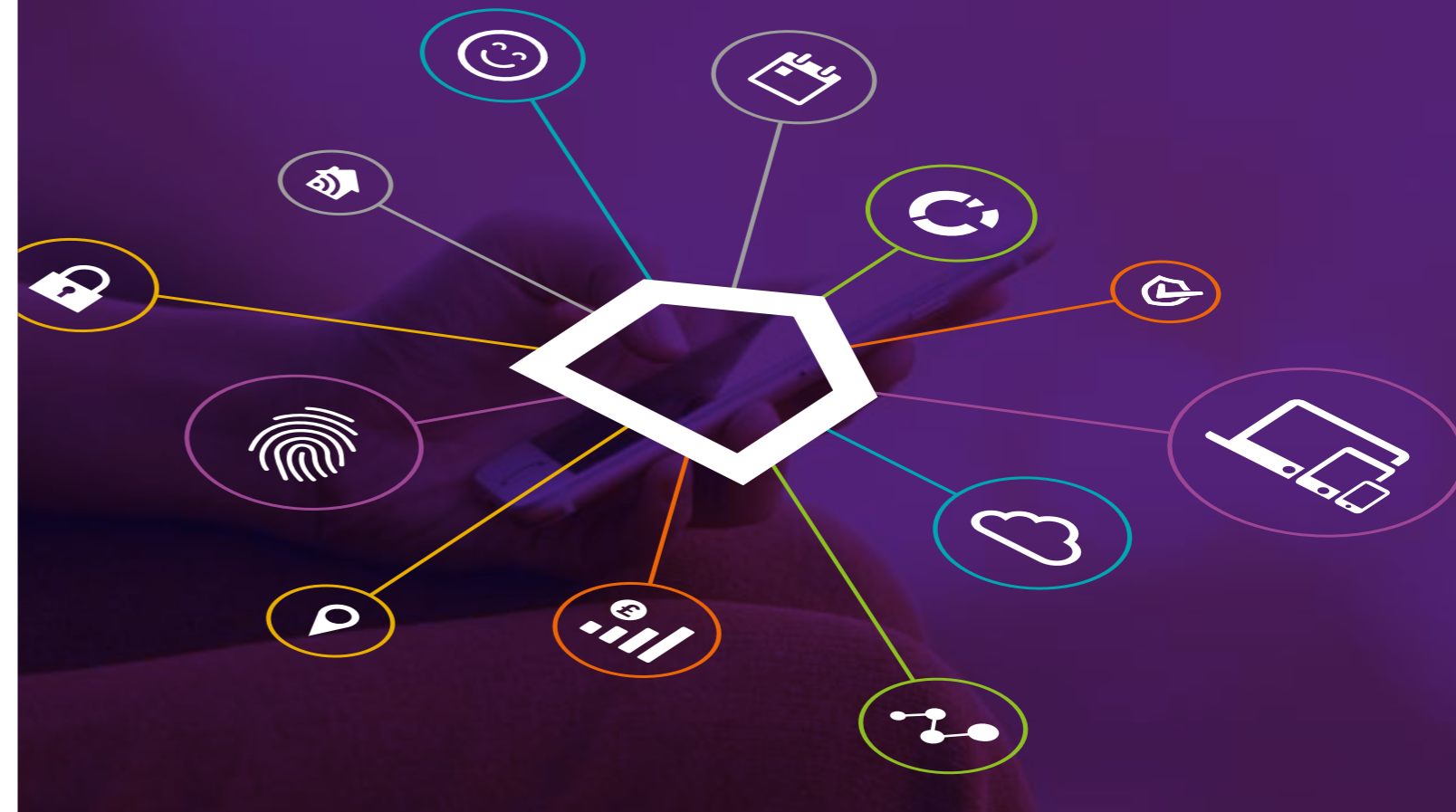
1st Touch Self-Service App has functionally-rich features, linking directly to your housing management and back-office systems to provide your customers with the information they need and empowering them to act on that information.

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- Reporting
- Asbestos register
- Tenant portal
- Customer self-service apps

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.

COTS versus ERP versus DIY versus Hybrid – panel debate

ERP systems are highly configurable but come at a cost. COTS solutions offer rich functionality, but historically lack good digital services and open integration. Then the Open Source community enables a range of DIY and hybrid solutions. But which platform can best support the long term needs of the sector? In this panel debate, experts from Housing Providers will share their views on the best IT model for meeting complex needs and ensuring affordable delivery.

Wednesday 6th March:
12:15pm in the University Room

NPSHousing@northgateps.com





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At Housing Technology 2019, AccuServ will officially launch the all-new web and cloud-hosted version of our AccuServ job management solution. You can also see our new Voids and Complex Jobs planning tool, Compliance Module and Dynamic Scheduling.

For housing organisations operating their own direct labour repairs organisation or internal contractors, AccuServ provides an integrated solution to help provide an efficient and effective service to their tenants. It combines comprehensive repair management, stock control and reporting with tightly-integrated mobile working to enable greater control, productivity and service delivery.

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
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- 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 and grounds maintenance
- Fully-integrated mobile solution
- Incident management

AccuServ was written specifically for contractors and DLO organisations that not only have to control their repairs, but also have to 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 standard benchmarks, such as appointments made & kept, and first-time fixes. But the same dashboard reporting also ensures operatives and suppliers are performing to their required levels.

AccuServ is interfaced to all the main housing management solutions in the UK market and also comprises full EDI interfacing to builders' merchants including Travis Perkins, Wolseley, Grafton (Buildbase) and Jewson.

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Amazon Web Services (AWS) Worldwide Public Sector helps government, education, and non-profit customers deploy cloud services to reduce costs, drive efficiencies, and increase innovation across the globe.

The AWS cloud is uniquely positioned to provide scalable, cost-efficient solutions for public-sector customers to find ways cloud services can be deployed to meet mandates and increase collaboration across agencies and organizations.

Whether it's for development and testing, enterprise applications, high-performance computing, storage, backup and archiving, disaster recovery, web, mobile, social apps, virtual desktops or data centre migrations, government agencies, education institutions and nonprofits are using AWS to help achieve their missions.

AWS provides cloud services as a pay-as-you-go model, delivering access to the most up-to-date technology resources. Simply access AWS services over the internet, with no upfront costs (no capital investment), and pay only for the computing resources that you use, as your needs scale.

By using AWS's inexpensive and highly scalable infrastructure technology, organisations around the world can stop paying for computing power they aren't using, and receive more mission for their money.

In order to provide end-to-end security and end-to-end privacy, AWS builds services to comply with the strictest security and privacy standards and follows security best practices.

AWS has dedicated teams focused on helping public-sector organisations of all sizes to use AWS to pave the way for innovation and, ultimately, make the world a better place through technology.

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At BrainnWave, we have built the latest technologies to consume and understand data.

We are experts in intelligence, data (size doesn't matter to us), data management, data science, machine learning, software engineering, geospatial analytics and extracting value from data.

Our vision is to revolutionise how people access, commercialise, analyse, interpret and share data.

Data has been said to be the new oil... So who is the new Henry Ford?

Our Ossian cloud platform provides an engine to 'combust' data into valuable intelligence. It pulls structured and unstructured data from multiple sources, enriches it and provides cutting-edge visualisation tools, to ensure that not only the right strategic decisions are made, but also that everyone's activities are aligned with those decisions, from leadership to local engagement teams.

CAPITA | IT and networks

CAPITA IT & NETWORKS

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Capita's IT & Networks (CITN) division delivers infrastructure, technology and application support services to over 3,000 customers across the UK and Ireland with complex and demanding business requirements.

Operating from over 450 sites, its portfolio covers core IT services such as data and application management, service management and data centre and cloud capabilities, as well as strategic and technical consultancy. The organisation also designs, builds, operates and optimises every form of network service, from local area networks to the cloud.

CITNs' partnerships with the major UK telecommunications service providers enable it to deliver network coverage across the whole of the UK.

The organisation supports over 2.8 million end-users of its customer engagement, smart workplaces, infrastructure and managed services.



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Built on Microsoft Dynamics 365 technology, our end-to-end solution for housing, PowerProperty, manages the challenges of customer service by bringing together a CRM and ERP platform rich with features, functionality and benefits:

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With over 25 years of experience partnering with Microsoft on delivering successful digital and business transformation projects, PowerObjects can help find a technology solution that improves the tenant experience and helps manage growth.

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PowerObjects is a leader in delivering Microsoft Business Applications solutions and the Dynamics 365 workloads through unparalleled offerings of Service, Support, Education and Add-ons.



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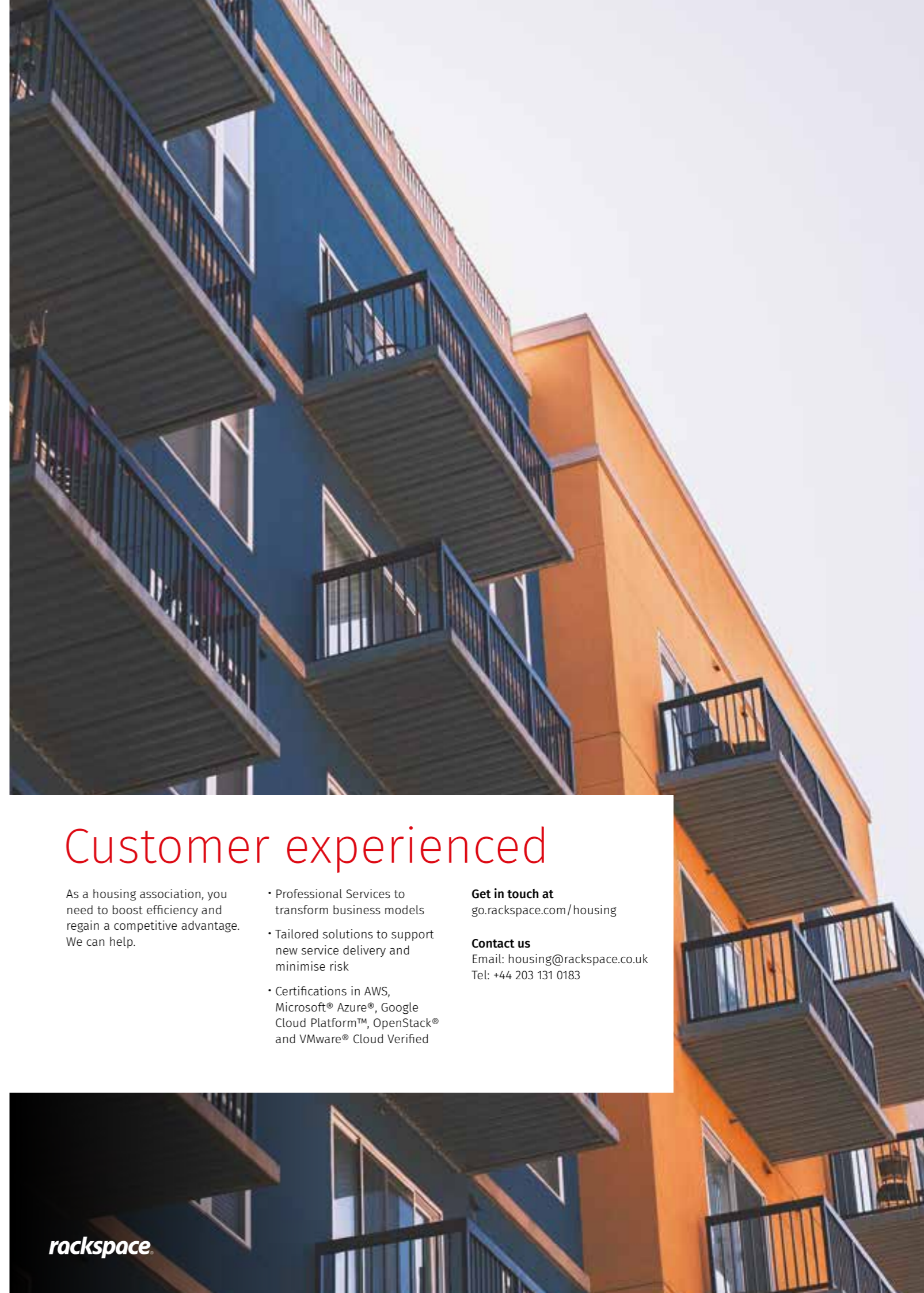
A better experience for your teams...
As well as being device-neutral, One Housing features all the comprehensive functionality you've come to expect from Capita One, uniquely

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...And your customers
You can also transform the experience for customers; the introduction of smart sensors in the home and AI-based technologies which simulate human conversation mean customers can seek resolutions to queries and log repairs at any time, ensuring faster response times for greater satisfaction.

Find out more
With One Housing at the centre of your operations, you can see all that's happening in a single view for informed decisions on where to focus resources, future-proofing your organisation to provide the homes of tomorrow.

Find out more about our housing management solutions, including our brand new next-generation asset management solution – One Assets.



HOUSING PERSPECTIVES 2019

MARKET INTELLIGENCE
MARCH 2019

Housing Technology and Aareon UK have jointly published 'Housing Perspectives 2019', a market intelligence report covering digital housing, self-service and managed services as well as an overview of some of the IT trends in social housing.

HOUSING PERSPECTIVES 2019 IS AVAILABLE NOW FREE OF CHARGE.
Visit www.housing-technology.com/aareon_report2019 to order your copy.



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Castleton has quickly become the leading provider of integrated technology solutions within the social housing sector thanks to our continued strive and investment in best-of-breed technologies. With our combined solutions used more than any other provider, we are the number one supplier exclusive to the sector.

Formed from the acquisition of several market-leading firms in the social housing technology sector, Castleton has since gone on to integrate its technologies to create a truly unrivalled suite of software, cloud and core services.

Our clients can now use Castleton as their single 'go-to' technology partner, allowing them to streamline their operations with better communications across departments, overcome compatibility problems and develop enhanced business intelligence to better support the needs of their customers.

We work with over 600 social housing providers across the UK, Republic of Ireland and Australia, with around 18,000 housing professionals worldwide using Castleton solutions on a daily basis.

Castleton's technology solutions are designed to enable your business to maximise productivity in the following key areas that are fundamental to your operations: digital engagement, business essentials, operational efficiency, financial management, cloud and core services. Within each group, we have a range of integrated products and services designed specifically to meet your business requirements.

Our comprehensive range of software solutions. Castleton delivers key business processes to social housing providers, covering everything from customer engagement, rent collection, financial planning and control to document management and repairs management.

All Castleton solutions can be used on a mobile platform via apps or digital engagement. Our range of solutions allows our housing customers to make significant improvements in service, performance and insight, as well as delivering a solid return on their investments.

Our software solutions are designed to support your business requirements for:

- **Digital engagement** – Connect your organisation to interact with your customers. Our Ai, Agile mobile applications, Castleton.Digital platform and SMS Communications Manager are designed to facilitate multi-channel and self-service delivery to create enhanced customer experiences.

- **Business essentials** – Putting knowledge and understanding at the heart of what you do. Our Housing Management System, CRM, Maintain repairs solution and Community platform for smaller housing associations allow you to work smarter and efficiently, with complete visibility of your customers, properties and resources.

- **Financial management** – Greater financial visibility and intelligent forecasting. Our finance solutions, including Financials, P2P, Service Charges and HousingBrixx, provide you with the ability to control budgets and costs, make strategic projections and reassure your customers with transparency of charges.

- **Operational efficiency** – Managing tomorrow with better perspectives today. Our EDRM, Reporting, Scheduler and Data Services solutions will streamline, optimise and improve outcomes through data analysis, document management and workflow.

Delivering cloud and core services
Offering a wide range of IT solutions, Castleton can effortlessly support an organisation's business objectives, including helping to drive efficiencies, manage legacy architectures or providing customers and staff with the latest social, mobile and cloud technologies. Castleton has the capability to provide a fully-outsourced IT service, becoming an extension of our housing providers' IT departments.




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CDW is a leading, multi-brand technology solutions provider to housing, corporate business and the public sector, including NHS, local and central government, and education in the United Kingdom, United States, Canada and other international locations.

We help our clients achieve their goals by delivering integrated solutions and services that maximise their technology investments.

Integrating new technologies into your organisation demands a careful balancing act; cost, security and competitive advantage all need to be considered as part of a forward-thinking IT strategy.

At CDW, we are recipients of the industry's highest achievable accreditations. We help our clients achieve their goals by delivering integrated solutions and services that maximise their technology investments.

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Together, we connect housing and people. Civica is a market-leading provider of cloud-based software, digital solutions and managed services to the social housing sector, working in partnership with more than 400 housing providers to support five million tenants.

From housing and asset management, income and financial management to managed IT services, Civica helps housing organisations to deliver multi-channel services, while unlocking significant savings.

By connecting data and systems, our automated solutions provide deeper business insights, creating a single view of tenants and properties. For example, using connected devices to monitor, measure and proactively respond to tenants' needs, mobilising services so they are available anywhere, anytime and helping you to manage capacity and deliver services on-demand.

The ability to gather vital data on tenant interactions allows organisations to spot patterns and behaviours to better support and inform future choices, improving operational efficiencies and transforming how social housing providers work.

About Civica Group
Civica help teams and organisations around the world to transform the way they work. Combining exceptional customer focus, experience and commitment, Civica supplies more than 3,000 major organisations in 10 countries around the world.



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.

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CLOUD DIALOGS

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Cloud Dialogs develops Service Connect, the dominant housing repairs management system for the past two years.

We deliver a true SaaS cloud-based solution that supports everything from responsive repairs to voids, planned, cyclical and programmed work, and puts you in control of materials.

We are on a mission to help the housing repairs sector transform the way it works. We have customers who are excited about the journey we are on together, and our business model is 100 per cent subscription-based which means that we have a long-term stake in our customers' success, and the solution is being driven forward by our customers pushing further than repairs systems have previously ventured.

Service Connect is built around two core principles, firstly putting the tenant at the heart of the process, and secondly focusing on the profitability of the service. Scheduling and mobile working are not modules but capabilities that weave through every business process; tenant engagement is not isolated but built into each transaction.

A great customer for us is someone who is excited about what we do, who is completely self-sufficient in terms of our software, who challenges us and pushes us to constantly improve. Great software is something that constantly surprises you, that is always getting better and that makes you want to use it for more and more.

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recruitment

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If you'd like to know more about the secrets that lie within Office 365, our experts would love to share their pearls of wisdom. Join us at Housing Technology, email pearls@tsg.com or visit tsg.com/pearls

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DELTAScheme

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Deltascheme is recognised as being a provider of Microsoft SharePoint and Office 365 solutions and services to the UK social housing sector.

Over the last 30 years, we have developed and refined a unique methodology that delivers best-practice solutions to our customers that generate sustainable business transformation, cost savings and productivity gains.

Common housing sector challenges

Recognising the business and operational challenges you face is key to transforming your organisation to support digital transformation and new ways of working. Deltascheme's experts go the extra mile to understand your organisational needs so that they can deliver solutions that address your requirements and comply with best industry practice.

Electronic document & records management
How do you best improve document accessibility, governance, legislative compliance (e.g. GDPR) and security for your organisation?

Migration strategy

How do you find the most effective way to migrate to the cloud, given the unique constraints of your organisation?

Optimising an Office 365 implementation

For even the most experienced IT professional, getting the most out of Microsoft SharePoint and Office 365 can be extremely challenging. How do you improve business processes and communication using the most appropriate functionality available with the Office 365 suite?

Corporate intranets & extranets

How do you create intranets and extranets that your employees, contractors and customers truly value and use for collaboration as an integral part of their day-to-day lives?

Opportunities in the housing sector

The latest advances in cloud computing have really opened the door to truly rich and highly-functional solutions, and not just for those with deep pockets. Building out solutions on Office 365 and the hugely capable Azure platform are transforming customers' lives.

Why Deltascheme?

We have the track record, expertise and tools to help you successfully adopt SharePoint and Office 365 for collaboration, business process automation, mobile working and content management.

Many of our customers are also using SharePoint and Office 365 to deliver business solutions such as contracts management, case management (e.g. complaints handling), business intelligence, health & safety and GDPR compliance.

For all of these requirements and many other challenges, Deltascheme's team are here to help.

Our reward is foremost the satisfaction of seeing users released from cumbersome processes, getting new insights into what they do and ultimately enjoying their job a whole lot more because we delivered a solution that is genuinely useful.

What next?

Deltascheme's ethos is to add value through quality, knowledge and honesty. We have long-standing customer relationships and would be delighted to have them provide references and testimonials to support our claims.

To discuss your IT and business transformation challenges, please call Peter MacDiarmid on 07702 202 229, email peter.macdiarmid@deltascheme.com or drop by the Deltascheme stand during the conference.

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ESRI UK

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Esri, the global leader in geographic information systems (GIS), offers the most powerful mapping and spatial analytics technology available.

Since 1969, Esri has helped customers unlock the full potential of data to improve operational and business results. Today, Esri software is deployed in more than 350,000 organisations including the world's largest cities, most national governments, 75 per cent of the Fortune 500 and more than 7,000 colleges and universities. Esri engineers the most advanced solutions for digital transformation, IoT and location analytics to create the maps that run the world.

Having a single web mapping system, which allows users to visualise asset data such as boundaries, properties, liabilities, grounds maintenance and disabled access, provides a holistic view of an entire portfolio.

The tools allow you to go mobile to collect and analyse data while working offsite to save time and increase productivity:

- Conduct digital surveys while visiting tenants and share the results straight away.
- Survey properties, trees and other assets using accurate location information to reduce risk and improve response times.
- Use ArcGIS mobile apps to reduce errors when gathering data, share real-time information and provide unbeatable customer service.

The technology offers huge financial benefits by identifying potential development areas, improved efficiencies around grounds maintenance and claiming compensation. Providing access to the right information is empowering employees to make informed decisions, transforming working practices across the business and, ultimately, improving the services delivered to customers.

HOUSING TECHNOLOGY
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Aareon

HOUSING PERSPECTIVES 2019
MARKET INTELLIGENCE | MARCH 2019

Housing Technology and Aareon UK have jointly published 'Housing Perspectives 2019', a market intelligence report covering digital housing, self-service and managed services as well as an overview of some of the IT trends in social housing.

HOUSING PERSPECTIVES 2019 IS AVAILABLE NOW FREE OF CHARGE.

Visit www.housing-technology.com/aareon_report2019 to order your copy.

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DESIGNED BY MUMS FOR MUMS



GAS TAG

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Saving time, saving costs, saving lives

At Gas Tag, our mantra is 'safety through technology'; we ensure that social landlords are providing tenants with the ultimate gas-safety package.

The Gas Tag system comprises four main elements:

- The Tag is a small tag packed with electronic wizardry, attached to the gas meter at each property.
- The App is a free app that validates that engineers are Gas Safe registered and qualified. It allows engineers to complete all works, time/date stamps records and geo-tags engineers to prove they are on-site as they complete the work.
- The Gas Tag Cloud – data is captured and stored from the app, securely and in real time.
- The Gas Tag Portal is a web-based dashboard that allows landlords to monitor their properties in real-time, produce KPIs and, importantly, gives immediate visibility of their overall compliance.

The user-friendly system guides engineers through data fields, which automatically populate the landlord gas safety records (LGSRs). This saves engineers countless hours on repetitive paperwork and lets them get on with the job they're trained to do.

Each engineer can evidence their competency and their completed jobs get uploaded to a central portal where the data can be monitored. Illegal gas fitters can't access the Gas Tag app and can't carry out any work through the Gas Tag portal.

Gas Tag uses this technology to help landlords, housing associations, local authorities and homeowners to combat the scourge of illegal gas fitters and enforce gas-safety regulations.

The automatic engineer verification feature prevents unregistered gas fitters from recording any work through the system. This will stop rogue gas fitters in their tracks and create more jobs for qualified engineers because only Gas Safe registered engineers can log in and record work through the system.

The technology has been designed with the help of Gas Safe registered engineers, industry leaders and user experience experts to develop an intuitive, user-friendly system. Gas Tag is the only technology which verifies the credentials of engineers via a real-time link to the Gas Safe register.

Engineers and landlords can also access the previous work history of each Gas Tag property. This helps identify and troubleshoot issues with appliances faster. All of the information is uploaded to a central portal where the data can be monitored through a cockpit-style dashboard.

Stephen Collins, director of property for Housing Plus Group, said, "Keeping track of the paper trail for annual gas certificates, replacement boilers and new appliances presents a serious challenge for housing providers.

"The beauty of Gas Tag is that it's a single system. There's nothing on the market that provides a holistic application. This is the most exciting thing to happen to the sector in the last 10 years."

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At Hitachi Solutions, we know your industry inside out because we employ housing professionals who understand the challenges you face today and what you want to achieve in the future.

Your challenges today

We understand you want to maximise your efficiency with a 360-degree view of customers and properties so you can deliver accurate information quickly. We recognise you're eager to make it possible for your customers and internal teams to interact with you digitally, making the most of self-service technology. We know you want to improve your effectiveness by moving away from siloed ways of working. And we get that you want to explore how digital transformation and the internet of things can help you in all this, particularly in terms of achieving efficiencies.

Digital transformation at your pace

To help you navigate the challenges and impacts of business transformation, we combine Microsoft Dynamics 365 with our Hitachi Property Management solution to deliver a tailored end-to-end housing association solution. This can be realised as a single transformational change or as a series of incremental steps – whichever best suits your needs. This may be your first transformational project, or you may want to bring together the technology you've already developed in separate systems – our approach adapts to you.

Working based on partnership

We believe in building partnerships that span the lifetime of your business. Our consultancy approach brings together a range of expertise to support your transformation, and beyond. As part of our ongoing partnership, we'll implement a strategy with you to encourage adoption and the necessary cultural change within your housing association. We're also ready to partner with you as you start to diversify in order to fund the fulfilment of your social aims.

A tailored, end-to-end solution

Our unique Hitachi Property Management solution, designed to integrate with the Microsoft technology stack, delivers exactly what you need to operate effectively. 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. Plus, every element of our Hitachi Property Management solution is fully documented and process-mapped to accelerate your implementation.

Market-leading results

You'll get strong benefits from day one, gaining a 360-degree view of customers and properties with your single integrated housing association software. Clear visibility, real-time updates and accurate information held in a single source will deliver time savings and simplifications across your entire business. Plus you'll be able to carry out predictive analysis of trends to further drive efficiencies, all resulting in better service for your customers.



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We are itica. Established in 2004, we are best known in the housing sector for our business-driven IT consultancy, which has helped several housing providers to maximise their business value from technology, by focusing on what matters most.

- Information governance;
- Communities of interest (such as staff, partners, agencies, suppliers, tenants and customers);
- The digital supply chain experience.

Our success is built on the solid foundations of authentic, transparent and mutually-beneficial business relationships. We understand that people are the real influencers of change rather than technology. We treat customers, suppliers, partners and employees to the same high standards, recognising that they are all equally important to our success.

We are delighted to be sponsoring the Housing Technology conference this year and look forward to meeting both housing providers and IT companies operating in the sector.

We understand that organisations are all different, even though they may operate in the same vertical market or are perhaps governed by the same regulations and legislation. One size does not fit all – our collective conscience and strong business ethics will not allow us to take on any work where we are unable to deliver value. Our success is measured by achieving outcomes rather than contract signatures.

We value the importance of the communities we operate in and our objective is to build a business that will offer meaningful employment opportunities to young people, as well as identifying other ways of making positive contributions to the housing sector.

Our products and services

We believe that our portfolio of products and services, when coupled with our core focus on business outcomes, can add significant value to both housing providers and to technology companies operating in the housing sector.

Alongside the traditional service offerings that you would expect from any IT consultancy, we use a set of methodologies proven in helping housing providers to generate business value through:

- Aligning organisational capability to business outcomes;
- Building effective relationships with strategic suppliers;
- Sourcing IT solutions that deliver business, service and cost benefits.

We have recently expanded our portfolio to include some unique solutions and associated service offerings that provide critical business insight in the areas of:



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Create process applications that automate workflows and transform your business with K2, the intuitive cloud-based digital process automation platform.

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LOCALZ

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Localz are experts in location and mobile technology, with a focus on location-triggered communication tools that give real-time customer transparency and control throughout the job lifecycle of service appointments and product deliveries.

Localz provides solutions that transform the last mile of service delivery in field service, logistics, retail and utility businesses; solutions that engage with the on-demand economy we live in. Whether receiving a service, a delivery or collecting a parcel, consumers now demand real-time transparency, simplicity and control of their experience.

Consumers are educated by every connected experience. The transparency provided by the likes of Uber, DPD, and Amazon is increasingly leading to consumers expecting the same from all service providers they engage with. The individual economy, or 'iconomy', is the growth in consumer expectations of getting what they want, where and when they want it.

Localz automates customer notifications that combine real-time location tracking maps with accurate ETAs and two-way communications. This provides customers with complete service transparency, supports channel shift by reducing inbound progress query calls and improves first-

time access rates for repairs operatives and housing officers.

- Inbound query calls are significantly reduced (typically by 30 per cent) because Localz removes one of the main reasons for customers to call – "where's my repair operative?"
- First-time access is improved (by between 20-40 per cent) because customers know precisely when to be ready to answer the door and can also communicate direct with operatives – "doorbell broken, please knock", "I'll be in the garden", or "I'm slow on my feet so please wait a few minutes after knocking".
- Localz clients always see an improvement in customer satisfaction ratings – customers love the transparency and convenience that Localz provides.

Almost everyone in the UK has already experienced Localz in action via our client DPD or has seen the British Gas television adverts that feature our technology. Other clients include Clarion Housing, Autoglass, Anglian Water, Ovo Energy and Rentokil Initial.

Localz has collaborative partnerships with Castleon Technology, Civica, Cognito IQ, PocketMobile and Zebra Technologies.



MIS ACTIVE MANAGEMENT SYSTEMS

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MIS Active Management Systems (MIS AMS) has been providing housing management solutions to social housing organisations for over 35 years.

What sets us apart from our competitors? Ask our customers: enthusiasm, motivation to go that extra mile, flexibility, close relationships with our customers, and an open and honest approach.

Delivering innovative housing management software from ActiveH Lite for smaller housing providers, through to our full ActiveH housing management solution for the largest organisations, MIS AMS is widely acknowledged as the supplier with the highest customer rating. Our customers have housing portfolios ranging in size from just 79 properties up to 66,000 properties.

MIS AMS continues to grow by expanding its range of products with new functionality and extending its reach with web and mobile capabilities so that agile working becomes a reality for customers – improving performance and raising standards.

ActiveH comprises a number of integrated modules around a single core SQL database. Each module can be tailored to the different areas of an organisation using the integrated workflows to ensure that non-standard functionality requirements can be executed without the need for bespoke changes to the core system. The integration provides a complete 360-degree view of both a person or property while enabling a smooth and rapid flow of information without the need for duplication or manual intervention.

The solution also supports organisations in their fulfilment of statutory and regulatory commitments while delivering a system that provides a competitive advantage in both operational and service-delivery terms.

Modules include:

- 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

Within the MIS Group of companies, customers may also secure hosting provision. MIS Emergency Systems is a Microsoft Gold Partner and Microsoft Cloud Solutions Provider. It offers a fully-managed ActiveH cloud solution, disaster recovery as-a-Service (DRaaS) and on-premise installation.

Due to its work with some of the world's leading technology providers, including Microsoft Azure and Amazon Web Services, it has built a platform to deliver a fully-managed cloud solution for ActiveH products. A highly resilient, enterprise-scale cloud infrastructure delivers both value and confidence to customers, and removes the need for large capital investments on on-premise hardware, software and ongoing support.

MIS Emergency Systems can also assist in configuring and loading a virtual or physical infrastructure environment to support ActiveH on the hardware already deployed within an organisation or can provide a mixed hybrid cloud solution. Offloading the ActiveH infrastructure and system management to the experts is a smart business decision many customers choose.

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MOBILEIRON

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Welcome to the era of modern work, powered by cloud and mobile.

Decisions are no longer centralised. Employees make swift, well-informed decisions that trigger impactful action when and where it needs to happen.

People choose their own tools because they know better than anyone what they need to succeed; technology is there to serve them.

Trust determines who gets access to what information and this trust-based security depends on the context of the identity, the app and the device.

MobileIron is the secure foundation for modern work.

Modern work enables employees to make better, faster decisions by using cloud services and mobile experiences. It also means that data is no longer limited to your data centre and corporate-owned networks, and this requires a new security approach.

Only MobileIron provides cloud and end-point security to secure your data on the devices, clouds and networks you own, and on the ones you don't. With MobileIron you can securely tap into the innovation your employees want and your business needs.

With MobileIron solutions, you can:

- Provision a trusted workspace for smartphones, tablets and laptops, and protect business data and employee privacy with MobileIron Enterprise Mobility Management (EMM).
- Block untrusted apps and end-points from accessing cloud services with MobileIron Access.
- Detect and remediate threats with MobileIron Threat Defense.
- And do it all with a great employee experience.

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

Our software helps over 130 housing providers, including half of the G15, to maximise income, create efficiencies and mitigate welfare reform. Customers typically generate a return on their investment within just 20 weeks.

On average, our customers achieve a 15.8 per cent arrears reduction in the first year of operation as well as an average efficiency saving of 32 per cent and an income officer caseload reduction of 50.8 per cent. During the past two years, RentSense has helped reduce its customers' arrears by around £60 million.

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' for the last four years and has recently won a Queens Award for Enterprise in Innovation.

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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 customers, processes and people. That's why we have created a new blueprint for the technology that supports housing providers.

With our fresh thinking and 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 to 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 Housing Technology 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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ORCHARD

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With over 40 years' experience, Orchard delivers people-first solutions to the housing sector; solutions with purpose, solving real problems in our customers' lives.

Orchard is your trusted partner, whether you're on the path of business or digital transformation, want to achieve improved RoI through the management of your assets and income, or even mobilise your staff so that they can be more productive in the field.

Our solutions cover the breadth of housing:

- **Orchard Housing** – Housing management, including 360-degree tenant and property views and mobilising your workforce.
- **Orchard Asset Management** – Effective management of property, including Active Asset Management and helping you to monitor, record and evidence compliance.
- **Orchard Financials** – Financial management and expertise.
- **Digital self-service solutions** – Providing your customers with 24/7 access and service.

• **Analytics** – Predictive analytics helping customers to rethink landlord/tenant relationships through better insight into tenants' behaviour.

• **Services** – Managed services and hosting solutions to support your in-house IT needs.

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POWEROBJECTS, AN HCL TECHNOLOGIES COMPANY

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

Winner of the 2018 Microsoft US Partner Award for Business Applications in Dynamics Customer Service, PowerObjects strives to be the number one Microsoft Business Applications Provider in the world by delivering solutions that help organisations to increase productivity, streamline business processes and build better relationships.

• **Service** – PowerObjects offers premium services for customers, from small businesses and the do-it-yourself crowd to enterprise-level, large-scale implementations.

• **Support** – We are passionate about offering professional and responsive support for Microsoft 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 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 Dynamics 365, while providing even greater functionality and efficiency for sales and marketing automation.

Driving digital transformation for the housing sector PowerObjects' integrated housing solution, PowerProperty, 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 providers to manage growth on a technology platform that can easily be adapted to on-going changes in the sector.

Built on Dynamics 365 technology, our solution manages the challenges of customer services for housing providers. It covers areas 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 faster decisions.
- Automated business processes that can improve staff productivity, 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 want to roll out new 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 a leading provider of IT as a service in today's multi-cloud world

It delivers expert advice and integrated managed services across applications, data, security and infrastructure, including public and private clouds and managed hosting.

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

Rackspace was named a leader in the 2018 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 140,000 business customers, including most of the Fortune 100, from data centres on five continents. Learn more at www.rackspace.com.



RAPID INFORMATION SYSTEMS

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Rapid Information Systems supply 'Rapid', an open-source, low-code, web application builder for web applications, offline mobile applications, forms, and web-service APIs. Rapid reduces the time, cost and complexity of creating amazing software, helping you deliver innovation and efficiency.

It is an easy-to-use drag-and-drop tool that allows anyone to develop and integrate web-based desktop applications, offline mobile applications, forms, and APIs. Without code.

Our mission is to deliver innovation and save organisations money. Rapid makes it fast and easy for you to create flexible solutions that open up legacy systems and deliver more for front-line services. It is great for mobile working, automation, productivity and efficiency.

The most popular uses of Rapid are for creating offline mobile and responsive web applications, adding joined-up real-time integration to multiple legacy systems with attractive modern user interfaces. Some examples include repairs call centres with live two-way integration between housing management, asset management, document management, appointments and contractor repairs systems, as well as health and safety and fire-risk monitoring, estate and caretaker management, and even smart billing and lighting management.

We have worked with leading local authorities and social housing providers since 2005 and have considerable experience with integration, especially with housing management systems.

Rapid is a flexible, open system and we encourage users to share what they create. It runs on all modern browsers and mobile devices, and can be hosted in the cloud, or on premise. It's easy to extend its functionality, and we have a friendly and proactive team who are happy to help at all stages of development.

Key benefits

- **Fast** – Rapidly prototype, see changes instantly and create apps in hours or days.
- **Easy-to-use** – The simple, user-friendly interface can have you up and running in minutes.
- **Flexible** – Create anything with custom components and unlimited integration.
- **Affordable** – Excellent value, and open-source allows use of amazing software libraries for free.
- **Secure** – User roles, single sign-on, Active Directory integration or other third-party providers.
- **Single platform** – Web-based applications, offline mobile applications, forms and web-service APIs.
- **Create in-house** – We can help, or do it for you.



REDKITECRM

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RedkiteCRM develop and implement Microsoft Dynamics into the social housing sector.

Our aim when we were founded was to provide an alternative to the traditional housing management systems that was easy to implement and use, cost effective and provided a single solution for managing the core aspects of a housing organisation's day-to-day processes.

The customers that we therefore work with want to replace their existing HMS with a Microsoft-based solution and as such our suite of modules manages the following operations and activities:

- Management of all aspects of rent and service charge income, including credits, debits, arrears and universal credit.
- Maintenance of all key tenancy data, including support for health and financial considerations.
- Management of properties and vacant properties.

To deploy the solution, all that is needed is an existing or new instance of Microsoft Dynamics and because the solution is based on Microsoft Dynamics, customers can also tap into all the benefits of world-class business software providing incomparable functionality in the following areas:

- A customer and service management module featuring cases for managing all tenancy enquiries, a scheduling board for booking visits based on housing officer skill-set and locality, and a survey module for carrying out tenant satisfaction surveys.
- Highly granular and easy-to-use reporting and business intelligence tools.
- Tight integration into other solutions such as SharePoint (for document management), Office 365 (for producing letters and exporting to Excel), Outlook (for email automation) and Business Central (the cloud-based Microsoft accounting system).
- A highly flexible integrated customer portal that can be used by tenants for any number of processes, such as making payments, viewing available properties, reviewing tenancy agreements, interacting in real time with customer-service agents and logging issues.
- Fully compatible with Dynamics Online (cloud), out-of-the-box mobile functionality and offline mobile capability through other products.

Our technical skills, sector specialisation and project approach set us apart.

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In the future, we see a better world. And the changemakers creating that better world should have the tools and technology to make it possible.

Salesforce.org gets our technology in the hands of non-profits, educational institutions and philanthropic organisations so they can do more good.

As a social enterprise, the more missions our technology supports, the more we can invest back into technology and communities, creating an endless circle of good. We're here to help.



Simpson Associates
The Data Analytics Company

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Simpson Associates, the data analytics company, is a software and services consultancy who have been delivering value to the public and private sectors for over 21 years. We give data-driven organisations the confidence to make fully informed decisions.

As a Microsoft Gold Partner for Data Analytics, Data Platform and Cloud Platform, a Gold IBM Partner and a Premier Board MIT Partner, we work in a wide range of industry and commerce – all organisations that have a number of key business information systems and processes and want to use the data contained within them to become more productive and gain further insights.

We understand the importance of data – to underpin decision making, to support operations and to demonstrate improvement and compliance.

Simpson Associates provide a range of services covering: data management; data warehousing; planning, budgeting & forecasting; data visualisation; dashboarding & reporting; data integration; cognitive services; and data science.

We have been working with Power BI since its first iteration when it was an add-in in Excel (PowerView,

PowerQuery and PowerPivot) and have helped a number of organisations with their journey into Power BI.

One of our key business objectives is to establish long-term client relationships, and have relationships going back to the 1990s where we are still engaged, providing services as required as they and the technologies evolve.

Our approach to delivering analytical solutions is to work in partnership with the organisation, supplementing and complementing the skills that already exist. We recognise that these solutions need to keep evolving and developing as the business requirements change in the future, and so as such we understand the importance of upskilling and mentoring existing staff.

Simpson Associates' head office is based in York; however, we have clients all over the UK. We currently have 32 employees, a large proportion of whom are consultants located around the country, ensuring we can service a large geographical area. Training facilities are available onsite in York or we are able to train at a location of your choice.

SPONSOR



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Uncovering hidden treasures

TSG was recently named one of only 12 worldwide partners accepted as a charter member of Microsoft's brand-new SharePoint Business Applications Partner Program, an initiative designed to "address the needs of customers for integrating modern technologies and applications into their everyday business processes and move from legacy technology and paper-based processes to Office 365 and its innovative apps".

It's an accolade that is a testament to our exemplary work in creating elegant solutions using SharePoint and its supporting business applications, PowerApps, Flow, Forms and Power BI, many of which have been developed for the benefit of social housing providers. It sits alongside nine Microsoft Gold Competencies, marking TSG out as a leading UK managed IT services provider with a unique combination of skills across integrated business applications, data protection, connectivity and communications and infrastructure.

Our understanding of the challenges and opportunities faced within the social housing sector has been built on a strong partnership approach with organisations including Home Group, Vivid, Curo, Broadlands and GreenSquare Group.

Rob Fletcher, GreenSquare's group head of ICT, said, "We have 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 is 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."

Our relationships typically start with a high-level session delivered to key decision-makers followed by 'discovery' workshops that focus on identifying how specific challenges might be addressed by embracing the full suite of tools available within Office 365, including Teams, Flow and PowerApps, along with integration into other systems where possible. It's an agile, flexible approach that allows customers to fully explore the potential benefits at the same time as defining a clear project scope.

To date, the results have included solutions that support everything from tenant onboarding processes, expense claims management and audit

implementations, to fully integrated document management, a governance framework and a knowledge management system for customer service teams.

Our expertise goes beyond Office 365 and SharePoint, with our project portfolio in the social housing sector also including solutions delivered with Dynamics 365, Nintex and LiveTiles.

Dave Rawes, TSG's director of Microsoft solutions, said, "We're helping customers uncover hidden treasures and we can achieve almost anything with this rich suite of products, from mobile worker solutions to core business applications such as expense management and compliance solutions.

"Microsoft is bringing its intelligent Office 365-based applications to the forefront. SharePoint is now the hub for business transformation with its supporting applications PowerApps, Flow, Forms and Power BI. We're one of the most comprehensive Microsoft business partners not only in the UK but in the world, with the ability to manage a customer's entire IT estate using Microsoft solutions."

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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 the organisation's strategy and objectives so IT best supports your needs.

As technology continues to transform the way we work, we understand that organisations need their technology investment to be reliable, responsive and to improve outcomes. Delivering IT services to the housing sector for over 18 years, we implement and manage tailored solutions to address continuing organisational demands. Our complete services can be grouped into four key areas:

- Consultancy • IT solutions
- Managed IT services • Data centre

Consultancy

All of our consultants have worked in the sector, so our clients can work with people who have a deep and broad understanding of organisational processes and the challenges that are being faced. Our recent consultancy projects have included IT health checks, systems reviews and option appraisals, business improvement and transformation programmes, requirements gathering and process re-engineering and procurement and implementation of software and systems for both RSLs and local authorities.

IT solutions

In addition to truly impartial consultancy advice, we also have teams of skilled engineers who implement IT solutions for our clients. We are the IT arm who can deliver support on a project basis, or be the IT partner

that is there to support the organisation on its complete IT journey, from infrastructure transition or relocation (physical to virtual, on premise to data centre) to cloud application deployment, software and system upgrade and integration and network optimisation.

We remain a trusted supplier of choice by keeping abreast of all sector developments, technological advances and, most importantly, by delivering quality on time and within budget.

Managed IT services

Should our clients want outsource all or some of their IT function then we can create tailored services to manage and support your IT functions, helping you reach your goals. We are happy to engage at any level you require: a simple 24/7 support-and-fix service; the complete management of all functions; or the comprehensive alignment of IT to your business needs and objectives.

Data centre

Our Tier III aligned (N+1) outer London data centre ensures delivery of enterprise-class colocation solutions cost efficiently for our clients' mission-critical IT. Whether you need colocation, hosted or network services, our London data centre can provide a solution that meets your current requirements and future needs.

If you would like further information or if you want to discuss a current plan or challenge, come and see us on our stand or contact Joanna Sedley-Burke (managing director), Jenny Shorter or Claire Lea (senior consultants) after the event on 020 8216 3333.

ABOUT HOUSING TECHNOLOGY



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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 & business strategy and delivery within the social housing sector. Subscriptions to Housing Technology are free and available online from www.housing-technology.com.



MARKET INTELLIGENCE

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



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.



RECRUITMENT

Housing Technology Recruitment is the only dedicated hub of IT-related vacancies in the housing sector. Find all your technology and management roles in one place at recruitment@housing-technology.com.

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