

# Deer Park: Managing your 'Rutting Stags'



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# Some background

What does [@HousingITguy](#) do ?

1. Procure the right solutions, incl self-service
2. Help as Critical Friend to implement
3. Help suppliers shape their products as critical friend
  
4. I have been a supplier, so I understand a lot of their behaviors

# What does 'good' self-service look like?



- Maintain own contact details
- Viewing communications, letters/correspondence
- Viewing rent accounts, detailed rent/service charges & quickly obtaining instant statements
- Making and processing an instant payment
- Seamlessly set up a Direct Debit
- Request/give notice on a well managed tenancy



# What does 'good' repair self-service look like?



- Viewing reactive and planned/cyclical repairs & servicing
- Requesting a new repair via intelligent scripting
- Requesting/changing a specific appointment (eg Sainsburys 1 hour slot)
- Cancelling a repair no longer needed
- Effectively collecting satisfaction



# What does 'good' case self-service look like?



- Monitoring case based activity (eg ASB/Complaints etc)
- Incident entry/upload with images/video
- Requesting a call back Effectively collecting satisfaction



# What does 'good' comms self-service look like?



- Distribute documents via self-service
- Exposing resident documents, for self-serve GDPR
- Ability to upload new documents, for evidence/name change etc
- Online scripting support for other issues & diagnosis

SCRIPTING





# The 'under the bonnet' view

**Rent Accounting**



**EDRMS Doc Management**

**Repairs / Contractor /  
Planned/Cyclical system**



**Dynamic Scheduling / DRS**

**Case Management**



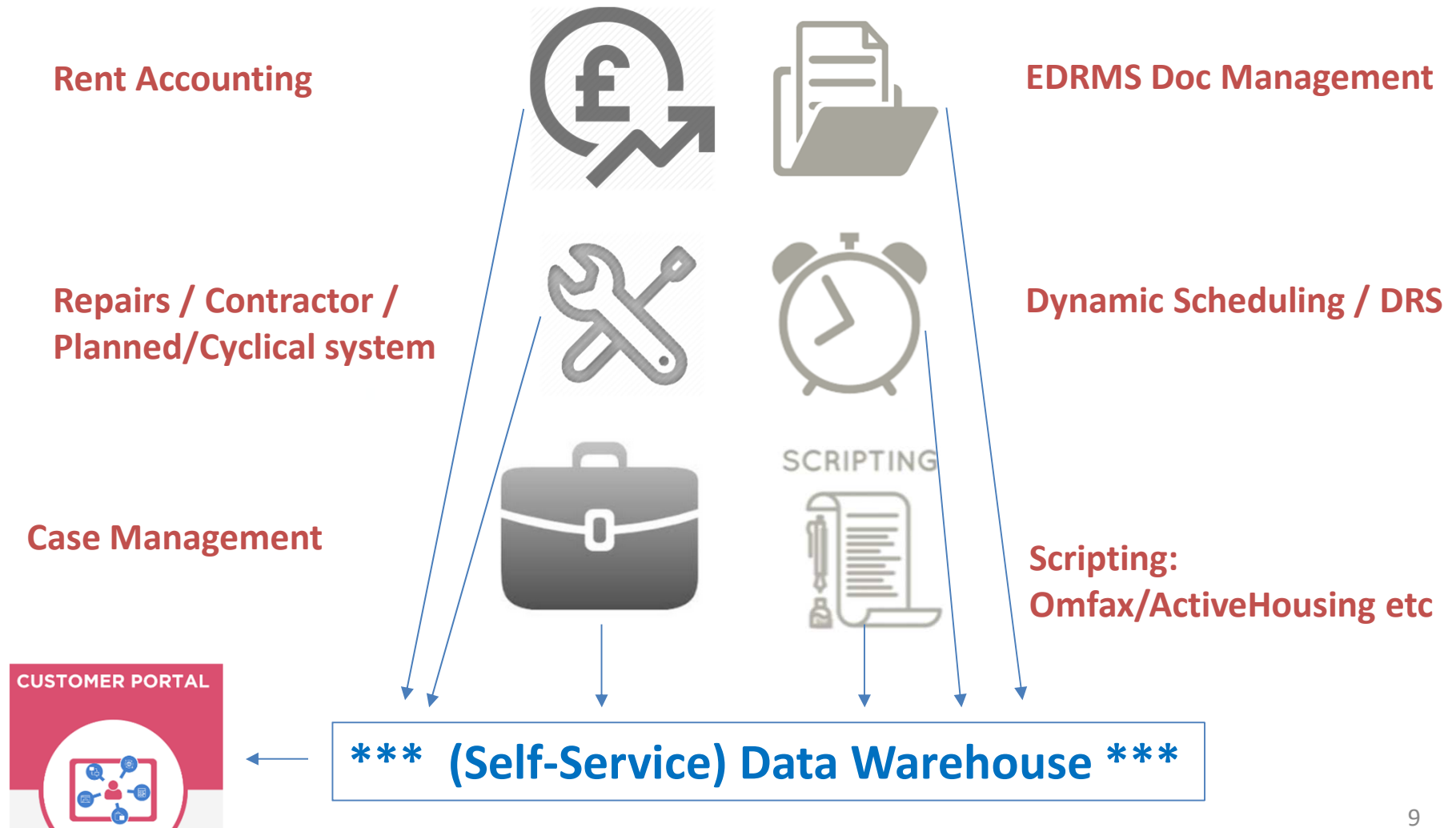
SCRIPTING



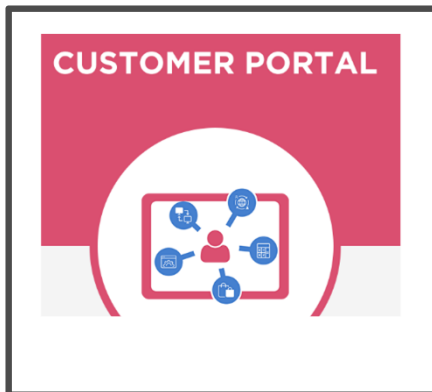
**Scripting:  
Omfax/ActiveHousing etc**



# The 'under the bonnet' view

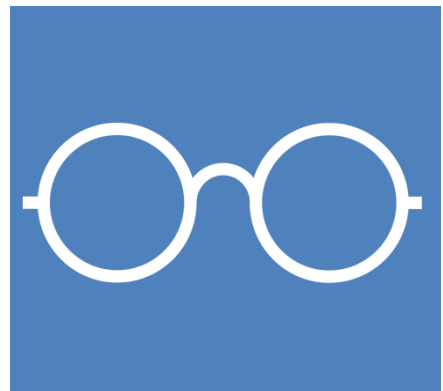


# Integration Approaches



**Direct API  
connections to  
HMS or  
solutions**

**Web Services**



**Flat file  
exchange**

**Software Robots  
(Screen  
Scrapers)**

**Nearly live or up  
to day old  
warehouse data**



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- Supplier lock-in



# In Summary...

1. When choosing self-service, consider your back-office systems that need to feed it
2. What integration methods will be appropriate?
3. Can your digital partner/supplier pull it off?
4. Warn existing suppliers where you need to integrate
5. Fashion your contract to protect you, lower risk & deliver your ambitions
6. Help suppliers get integration working ASAP
7. Ask for help if needed, to procure or implement properly

# Questions

