

An integrated technology partnership
built for the future

CASTLETON

clúid
housing

James Massey, Chief Operating Officer, Castleton

John Cotterell, Head of Housing Management Services, Clúid HA



Castleton & Clúid HA partnership



At the Housing Technology Conference in 2017, we unveiled our joint business transformation project.

Since November 2018, Clúid has been live with Castleton's complete integrated solution.

We are here today to share the journey and outcomes so far.

Together we have produced a future-proof, scalable solution, for the Social Housing sector.

What is Castleton's integrated solution & why?



Truly Integrated

'Open Architecture' methodology
for true integration with
Castleton and 3rd party solutions



Invested in Innovation

Cloud-ready
Digital by Design
API-enabled
Data conscious technology



Commitment to Review & Improve

Customer-centric &
User-driven functionality
in mind



Castleton's Integrated Solutions & Services



DIGITAL ENGAGEMENT

AGILE
CASTLETON.DIGITAL
A.I
COMMUNICATION MANAGER



BUSINESS ESSENTIALS

HOUSING
CRM
MAINTAIN
COMMUNITY



OPERATIONAL EFFICIENCY

REPORTING
CEDRM
DATA SERVICES
SCHEDULING



FINANCE MANAGEMENT

FINANCIALS
P2P
SERVICE CHARGES
HOUSINGBRIXX



CLOUD & CORE SERVICES

CLOUD
BUSINESS CONTINUITY
INFRASTRUCTURE
UNIFIED COMMUNICATIONS
SUPPORT



Clúid HA - Introduction



- Manage over 6,500 properties across Ireland
- Operate from 6 office locations across Ireland, with approx. 200 members of staff
- Working with Castleton since 2016, using HousingBrixx and Maintain solutions
- Started an internal business transformation project in 2017





Clúid's business transformation project

Project Goal

Clúid and Castleton working in partnership to enable Clúid staff

- *to have the right knowledge*
- *to access the right information*
- *at the right time*
- *saving time and improving Clúid's service to our partners and customers.*

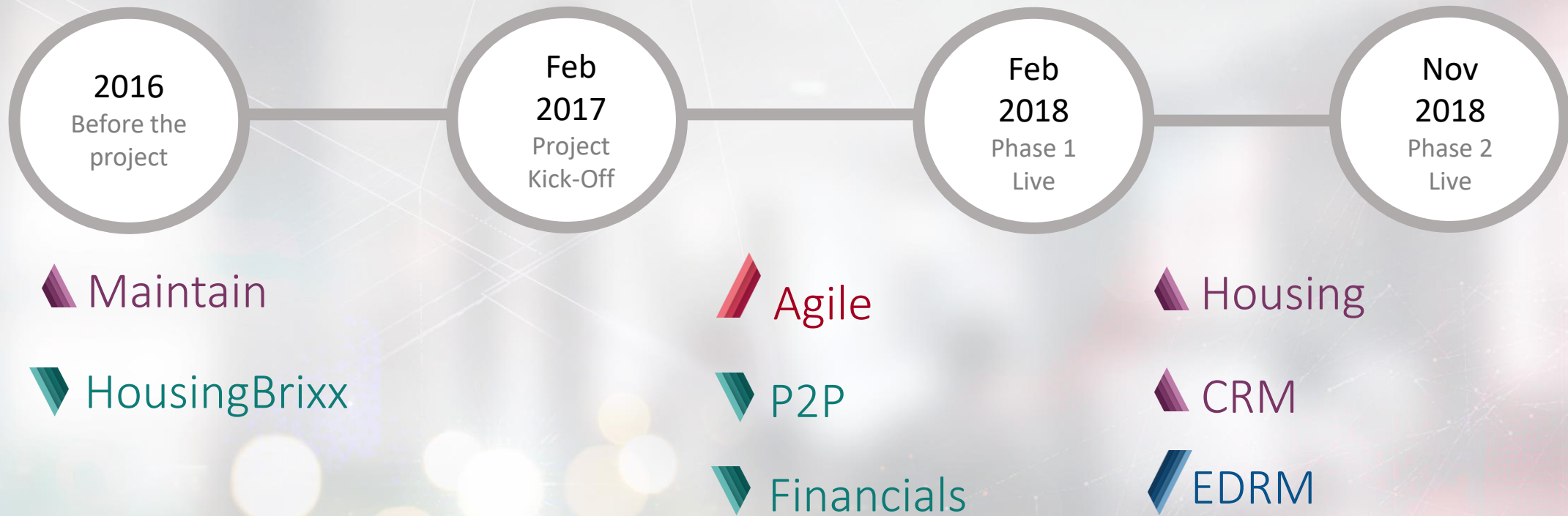


Why Castleton?

- We needed a Business Applications infrastructure that was:
 - Integrated, Flexible, Scalable, Mobile
- We already had a successful relationship using their solutions
- Acquisition of Housing and Finance applications
- Complete integrated solution from a single vendor
- We carried out due diligence on each solution



The project - timeline



The journey and learning outcomes



Timescales



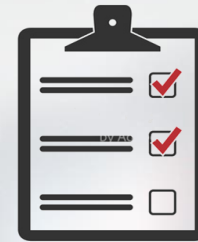
Resources
not just IT



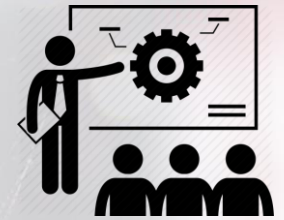
Plan &
Prepare



Data Cleansing



Testing



Training

Huge achievement – 7 systems live in a relatively short period of time!



The project - result

A complete integrated solution that brings our organisation together and allows the visibility of data across all teams



DIGITAL
ENGAGEMENT

Agile



BUSINESS
ESSENTIALS

Housing
Maintain
CRM



OPERATIONAL
EFFICIENCY

CEDRM



FINANCE
MANAGEMENT

Financials
P2P



The project- outcomes

- ✓ Removal of manual data processes, automation makes huge time savings
- ✓ Less fragmentation, less duplication
- ✓ Comprehensive integrated reporting solution
- ✓ New additional channels for our customers & improved customer service
- ✓ Real-time access for our housing staff- true mobility
- ✓ Improved visibility across the organisation
- ✓ Facilitate new business models (DLO Repairs)
- ✓ True integration across all solutions



Key achievements

- *Together we have developed a solutions that is purpose built for the sector, not just for Clúid's individual requirements*
- *We are proud to have been early adopters and to be seen as innovators in the sector*
- *It has been a huge commitment from both parties and we expect over the next few months will achieve the transformational aims of the business*



The future with Castleton

- On-going partnership with good rapport between the two parties
- Regular meetings and contact between Castleton Project Manager and Cluid HA staff
- Regular meetings between our CEO's and other Senior Management
- Continue to be innovative and embrace new technologies alongside each other
- Tried and tested partnership



Castleton's technology partnerships



- Complete integrated solution with Reporting from Glantus- used to generate reports using data from all systems and provide predictive analytics, including Arrears Forecasting



- Complete integrated solution and integration with Pimss Asset Management solution



- Complete Managed Service solution: fully hosted desktop solution, application hosting, business continuity, information governance, service desk and device management



- Maintain solution integrated with tenant portal and M3 Central Diagnostics software



- New AI Manager and Web Services Builder



Thank you

CASTLETON

clúid
housing

www.castletonplc.com

