HOUSING TECHNOLOGY™
2019 | CONFERENCE AND EXECUTIVE FORUM

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POWER OBJECTS
An HCL Technologies Company

Limitless Delivery:
Beyond the Boundaries of Housing

Thursday 7th March 2019

Presentation
Review

01 Sovereign Digital Strategy

Sharing the story so far on our digital journey, partnering with PowerObjects to transform our customer engagement and tenancy management operations.

02 Lessons Learned

Some best practices we have applied as well as lessons learned and decisions taken along the way.

03 PowerProperty

A high-level overview of the investments PowerObjects is making in Housing with a dedication to Microsoft Business Applications.

04 Modernising the Sector

How PowerObjects is taking innovation from other sectors to help shape the future for Housing.

About Us

Sam Dart

Head of Digital Technology Services

Project Director of the Enterprise CRM Programme at Sovereign.

Will Thompson

Senior Dynamics 365 Consultant

Housing Specialist on a number of Dynamics 365 programmes and helping to shape PowerProperty

Who we are

We're one of the **largest** housing associations in the country

SECTOR **LEADING** **RATINGS**

MOODYS	A2
STANDARD AND POORS	A+
REGULATOR OF SOCIAL HOUSING	G1
	V1

TRUSTED **PARTNER**

57,000 **homes** for 130,000 **people**

EXPERIENCED **DEVELOPER** AND **CONTRACTOR**

WE AIM TO BUILD **1,900** NEW HOMES EACH YEAR

1,900 EMPLOYEES

ANNUAL REVENUE **£378**m
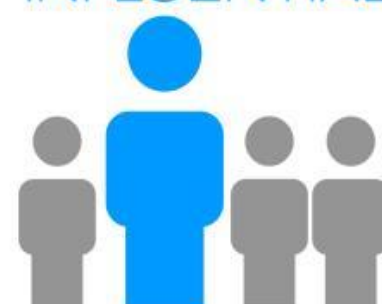
+ with a value of **£10 billion** = EQUIVALENT TO **FTSE 250** company

INFLUENTIAL

We all want to do our best for our **customers** so we're

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Listening harder to them

Building a customer focused culture

and by changing the **way we work**

we'll deliver on our **customer commitments**

We make it easy
We take responsibility
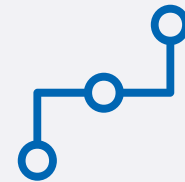We get it done
We keep in touch

and with our **values** underpinning everything we do

Accountable • Together • Drive to deliver • Adaptable

Our **Vision**

1	2	3	4	5
Channel Shift	Manage Customer Demand	Deploy Resources where they're most needed	Proactively Manage Risk	Deliver Service more Efficiently
• Self-Service Portals • Market Insights • Live Chat & Bots	• Enterprise Case Management • SLAs • Knowledge Management	• Enterprise Field Service Management which supports a patchless model	• Single view of the customer • Predictive analytics to detect risk	• Field Service • Unified Service Desk • PowerBI

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Why Dynamics 365

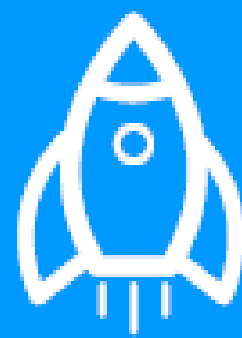**sovereign**

Having
Impact

Configuration over Code. Leveraging Out of the Box functionality as much as possible

Being
Influential

Dynamics 365 SaaS gives Sovereign a scalable and highly available platform

Being
Innovative

Open Integration means Dynamics 365 can be joined with Sovereign's digital services at pace

Inspiring
People

Adopting the new Customer Service Hub gives end users the latest benefits of Dynamics 365

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True **Partnership**

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- Always Add-Value
  Be uncompromising in our commitment to the success of our clients
- Do the Right Thing
  Stay true to our values; never compromise our integrity
- Love What You Do
  Bring passion to our work; never stop striving to achieve our fullest potential
- Live the Technology
  Practice what we preach; be our own best case study
- Think Team
  Look not for credit; focus on results
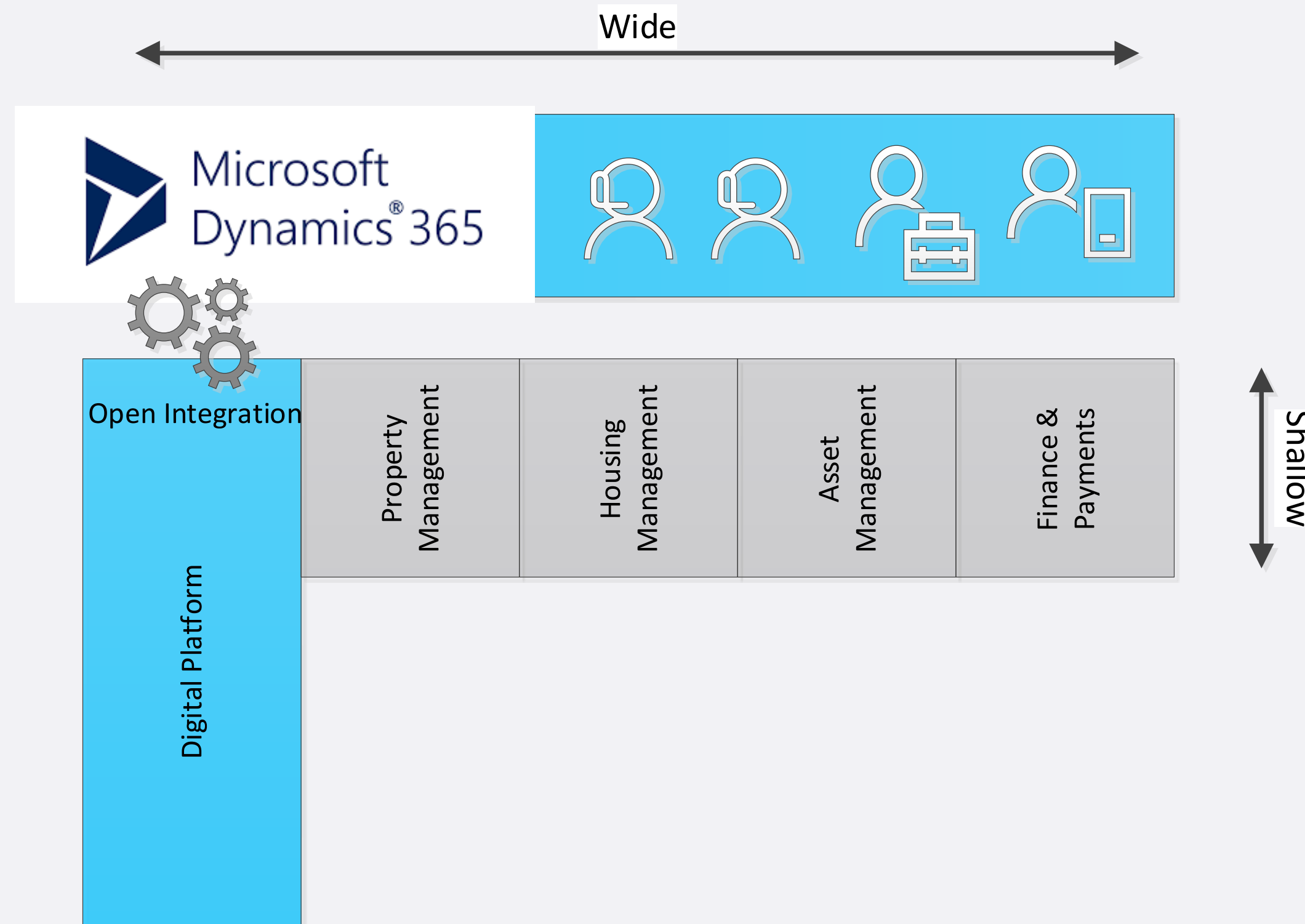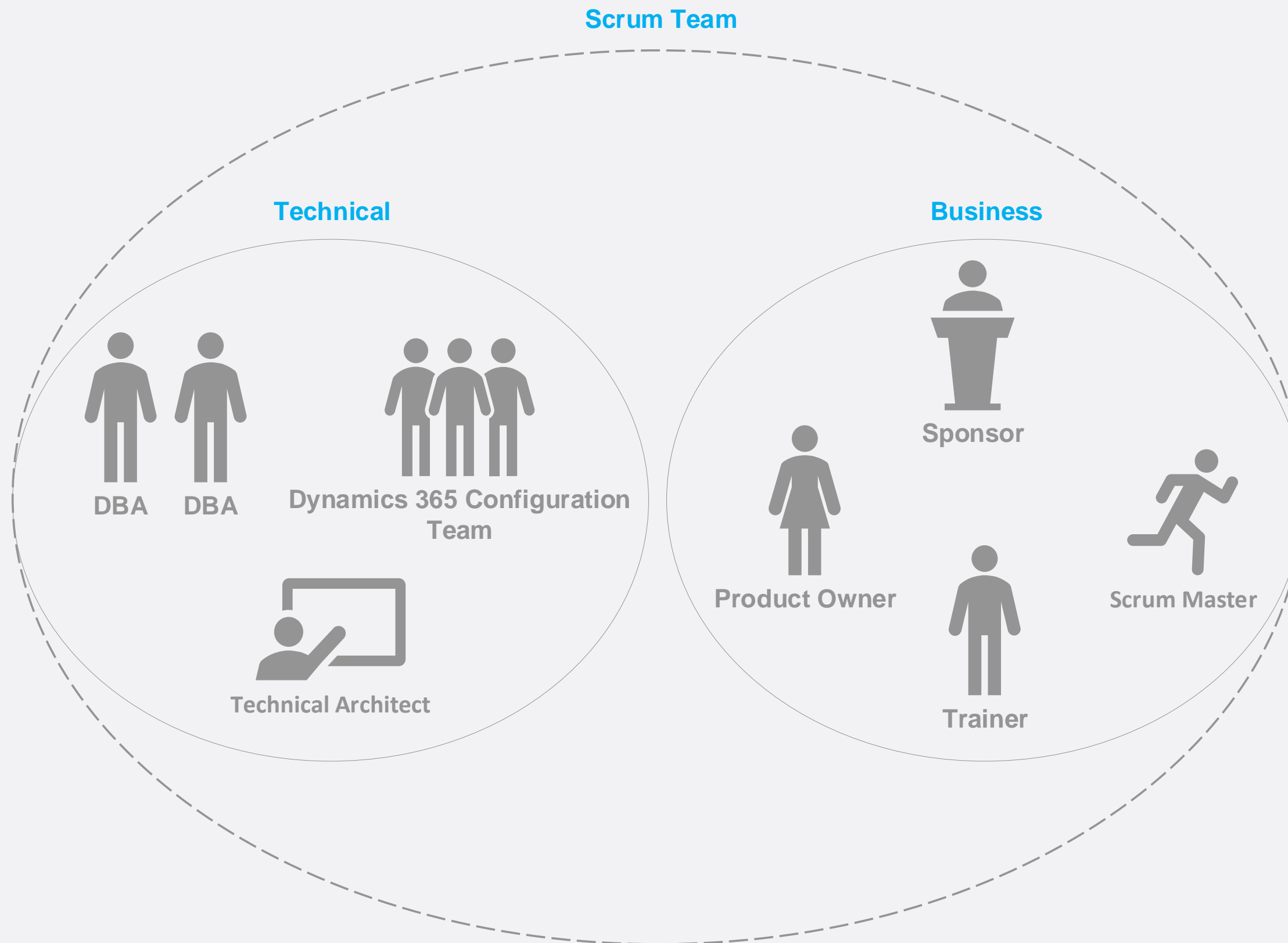
Accountable · The Drive to Deliver · Together · Adaptable

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Wide & Shallow **Strategy**

The Team

Scrum Team

Technical

Business

DBA DBA

Dynamics 365 Configuration Team

Technical Architect

Sponsor

Product Owner

Trainer

Scrum Master

Best Practice & Lessons Learned

Early Supplier Engagement
Test Scope, Deliverables and Platforms Capability, before committing to details within a Tender

Commercial Negotiation
CCS Frameworks are a swift, compliant and structured way to run competitions, factor in time to allow for constructive commercial negotiations

Data Quality
Teams are quick to focus in on technical outcomes and solution design.
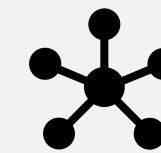Ensure equal time is allocated to assessing and improving data quality.

Programme Discovery
Allocate time at the start of the programme for teams to get to know each other, share business outcomes and future ambition

Sprint 0 Foundations
Don't jump straight into configuration.
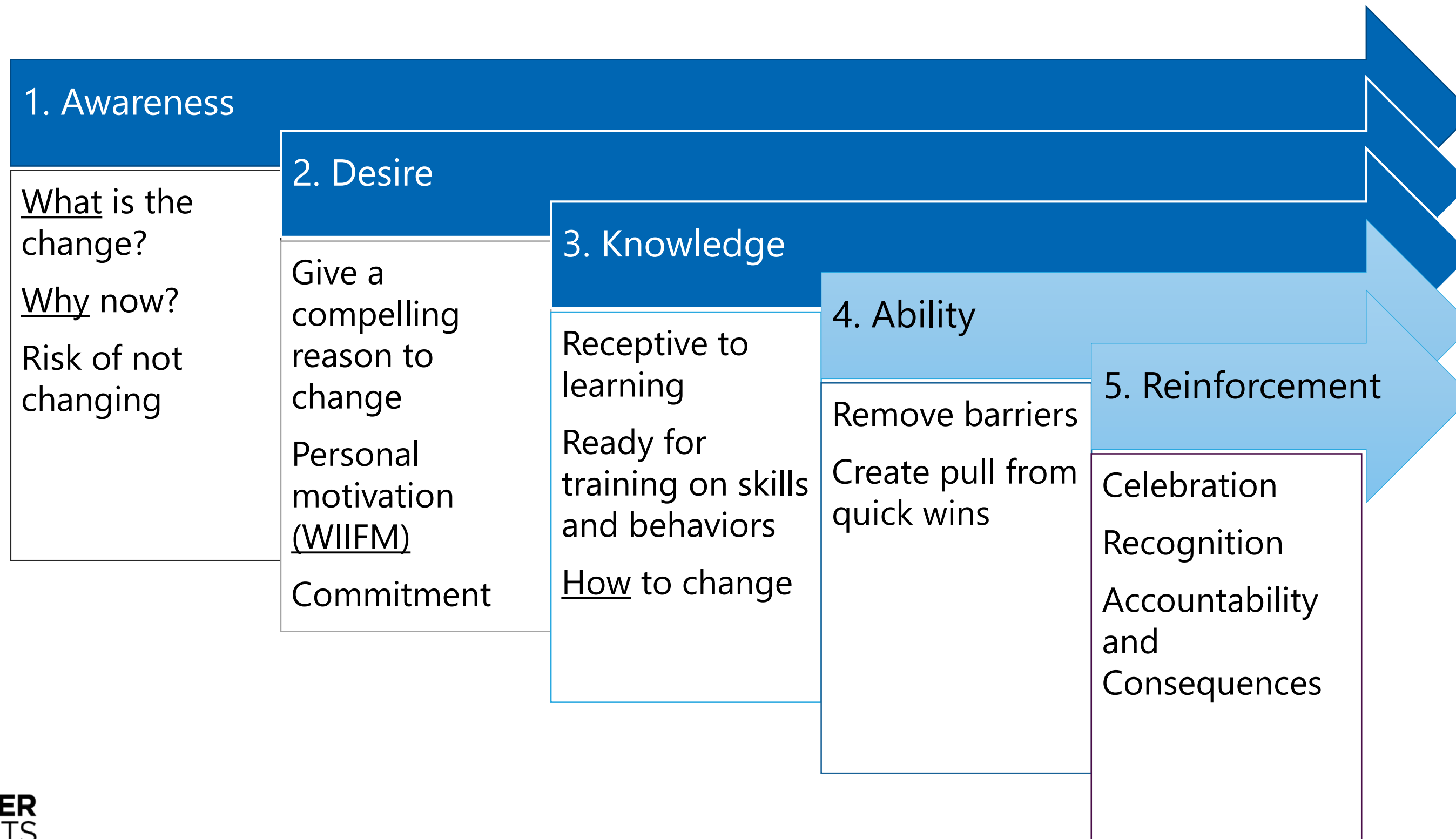Use an initial sprint to lay the foundations for success

Agile Development Toolset
Leverage the capability within tools such as Microsoft Azure DevOps, to run all aspects of Agile development processes

Don't forget the business change... ADKAR

1. Awareness

What is the change?

Why now?

Risk of not changing

2. Desire

Give a compelling reason to change

Personal motivation (WIIFM)

Commitment

3. Knowledge

Receptive to learning

Ready for training on skills and behaviors

How to change

4. Ability

Remove barriers

Create pull from quick wins

5. Reinforcement

Celebration

Recognition

Accountability and Consequences

"We want to work at pace, be scalable for the future, and have a platform which is configurable and we can take inspiration and innovation from other markets."

- Sam Dart
Head of Digital Technology Services
Sovereign Housing Association

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The Opportunity for Housing
How does technology help?

Optimise Resources

Social Housing is an asset intensive business with great opportunities to apply technology to optimise the usage and maintenance of assets.

Engage Customers

Improve customer service with personalised interaction across any channels. Delivering the right outcomes for every customer and helping reduce service costs.

Transform Products & Services

Expand product and service offerings to increase revenue, introduce new commercial business opportunities to increase income. Iterate constantly to validate new business models.

Managing Properties

Full Integration with
Core D365 Finance

Configurable Property
Hierarchy and Advanced
Property Management

Fully Integrated
Customer Engagement

Enterprise Asset
Management

Opportunities &
Appraisals

PowerProperty

Rent & Service
Charge Calculation
& Uplifts

Treasury Security &
Covenants Management

Full Housing &
Tenancy Lifecycle
Management

Enterprise Contract
Management

Full Unit Level
Financial Performance
data

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ACCESS CHANNELS

Staff
- Portals
- Desktop
- Mobile
- Tablet
- Agent Desktop

Customer
- Self-Service
- Chat
- Social
- E-Mail
- Phone & SMS
- Bots

BUSINESS APPS

Dynamics 365 – CRM

Customer Service
Business Processes
- Early Prevention/Intervention
- Anti-Social Behaviour
- Legal Process Behaviour
- Tenancy Management
- Digital Self-Service

Field Service & Repairs
Business Processes
- Direct & 3rd Party
- Workforce Management
- Workforce Mobility
- Routing and Scheduling
- GID Integration

Dynamics 365 – Operations

Asset Management
Business Processes
- Single view of Asset
- Asset Hierarchy
- Panned Maintenance
- Health & Safety / Compliance
- Tree Management

Sales
Business Processes
- Sales & Lettings
- Account Creation
- Customer Details
- Application Management
- Home Sales

Construction
Business Processes
- Project Planning, Budgets & Execution
- Resource Management
- Project Account & Cost Control

Inventory Management
Business Processes
- Inventory Control
- Warehouse Management
- EAM Requirements Planning
- Logistics

Housing Management
Business Processes
- Property and Lettings
- Rents and Service Charge collections
- Property Transactions & Profitability

Finance
Business Processes
- GL, AR, AP
- Bank Management
- Fixed Assets
- Financial Reporting

Procurement
Business Processes
- Enterprise Contract Management
- Direct & Indirect Procurement
- Vendor Management

Budgeting

Treasury

- Data
- Data

INTELLIGENCE

Microsoft Intelligence Suite
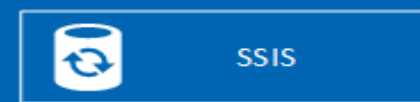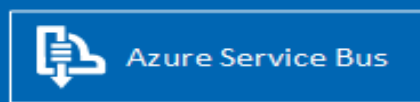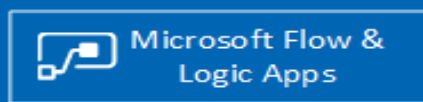- Power BI
- Customer Insights
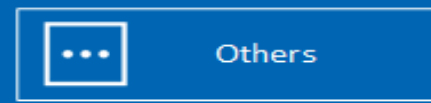- Stream Analytics
- Cortana Intelligence Suite
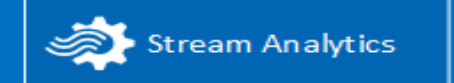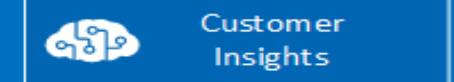
Business Processes
- Predictive Maintenance
- Asset Monitoring
- Dashboards
- Enterprise Reporting
- Customer Intelligence
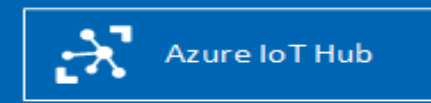- Self-Service Analytics
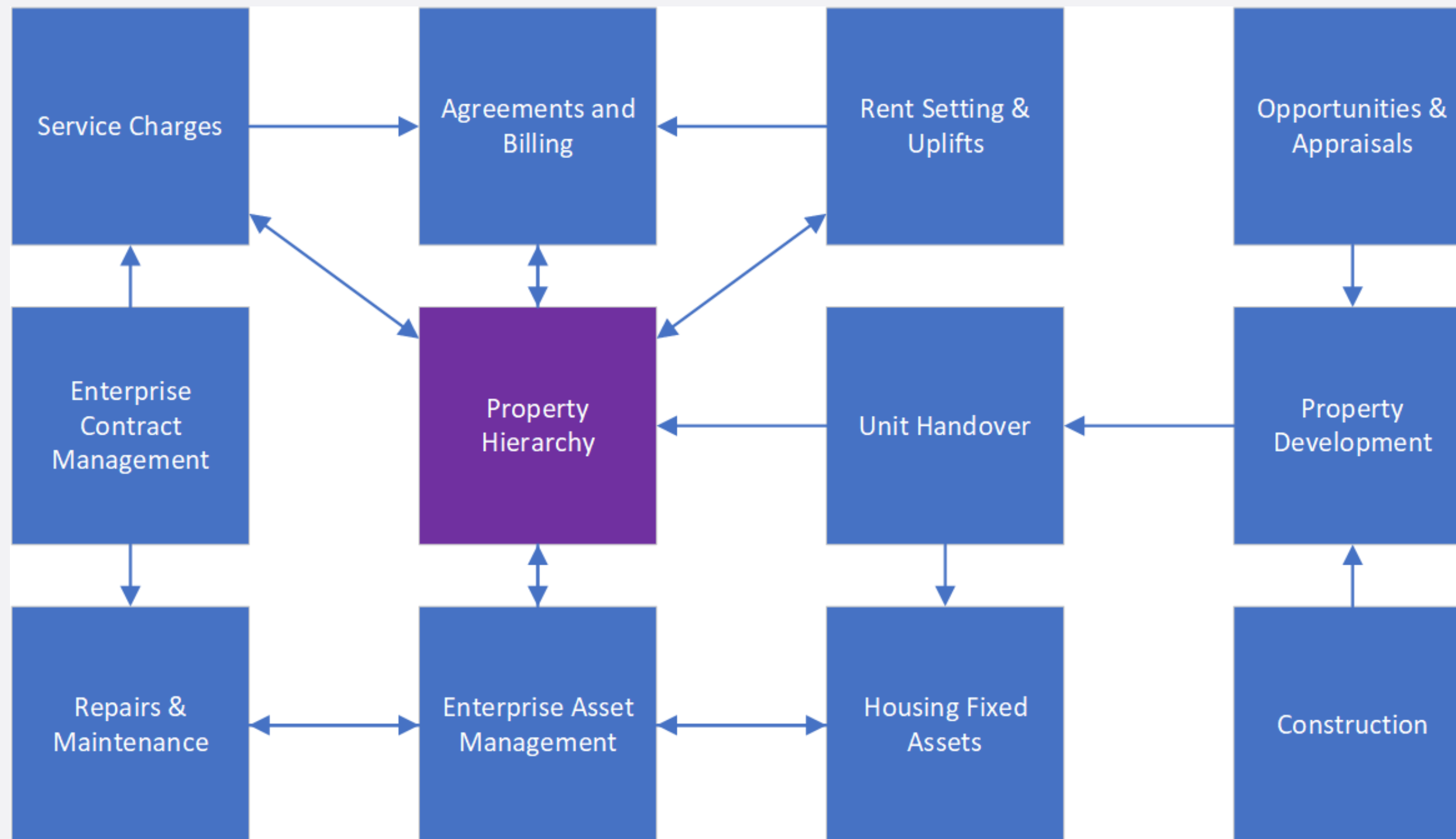- Sentiment and Language processing

- Data

INTEGRATION PLATFORM

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- Microsoft Flow & Logic Apps
- Azure Service Bus
- Biztalk
- SSIS
- Common Data Services

LEGACY APPLICATIONS
- Legacy App
- GIS
- Others

IoT PLATFORM
- Devices, Sensors & Gateways
- Azure IoT Hub

MS Dynamics 365
Property Management Processes

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Service Charges

Agreements and Billing

Rent Setting & Uplifts

Opportunities & Appraisals

Enterprise Contract Management

Property Hierarchy

Unit Handover

Property Development

Repairs & Maintenance

Enterprise Asset Management

Housing Fixed Assets

Construction

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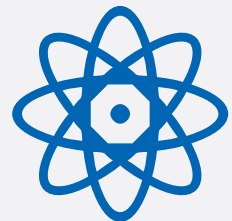# Dynamics 365 & PowerProperty
Seamlessly Integrated
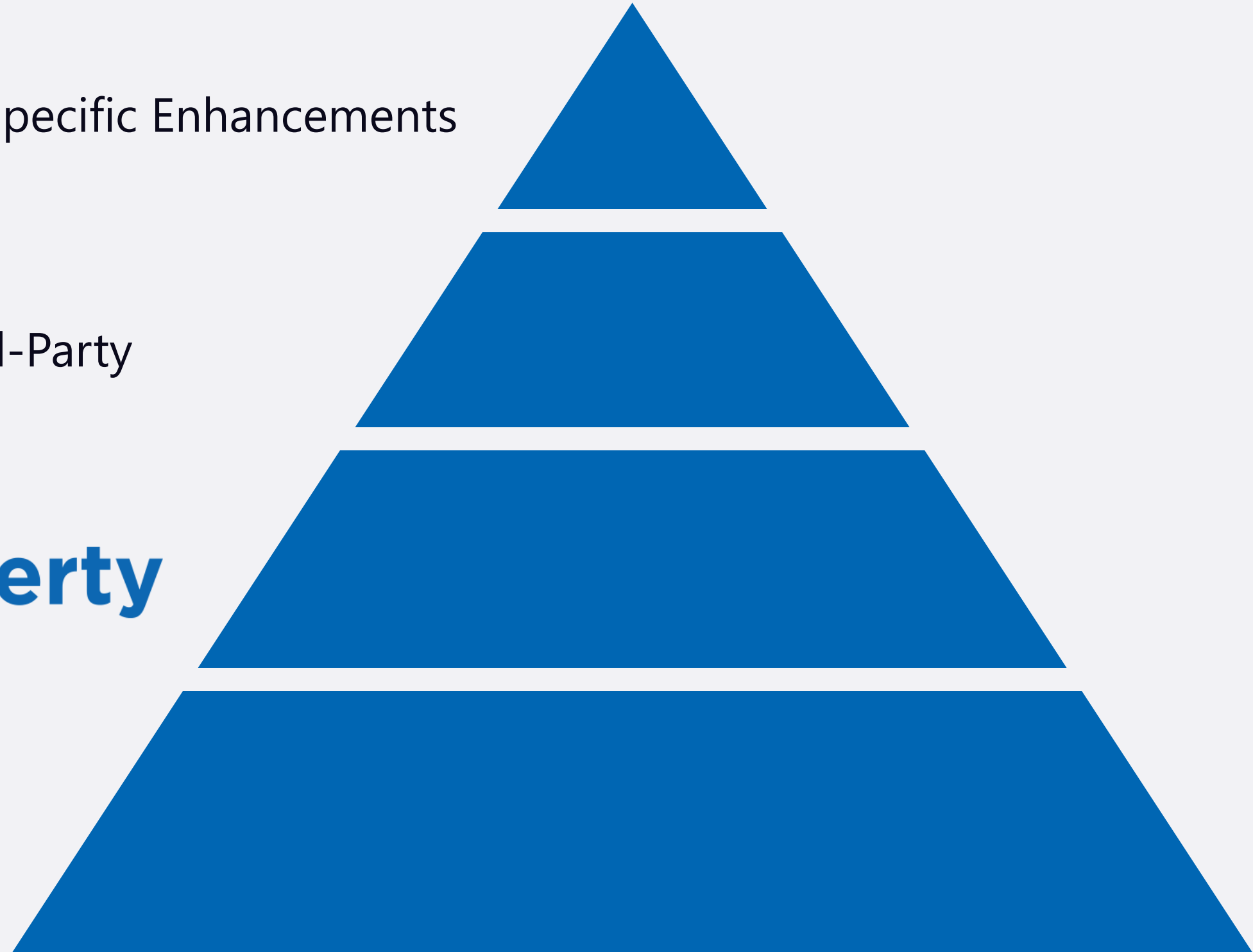
Unique Customer-Specific Enhancements

Add-On's incl. Third-Party

POWERProperty

Standard Dynamics 365

Innovations
IoT and Enhanced Customer Engagement Applications

Connected IoT

Using Azure IoT Hub and Dynamics 365 to be able to create models for responsive repairs within the Field Service App by using large amounts of data sets from IOT devices to be able to train machine learning models for accurate predictions.

Mixed-Reality

Enhance personalization to buyer experience by importing and Review CAD and 3D Design tools to enable customers to navigate through Virtual Reality via HoloLens.

Machine Learning

Create & Train models - Use Supervised and Unsupervised learning techniques and publish as a web service to be able to get recommendations, predictions and insights.

Rapid App Development

Using Canvas Apps to create mobile, tablet and desktop applications quickly e.g. Defect Management

"Alexa, ask PowerProperty when my rent is due?"

Questions

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Thank **You**

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