

# The pain of being Agile

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# How agile are you?



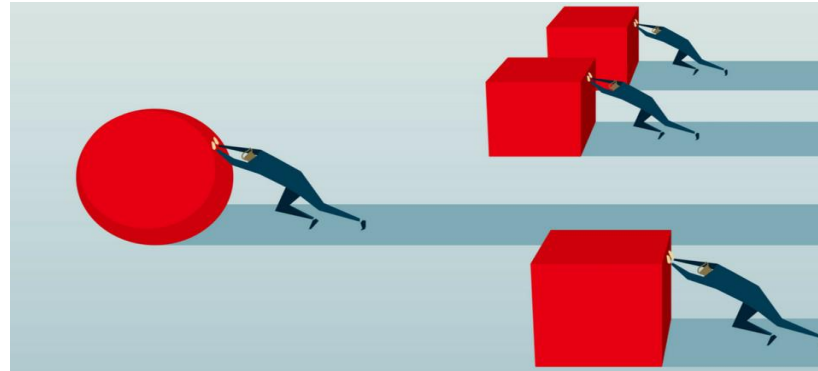








# WHY?



# WHAT?

**Radian's transformation vision sets out 5 key areas of focus, each of the objectives in the vision either directly require digital solutions or can only be realised with a strategic coherent approach to digital investment.**

## Services

- All services are available online 24/7 and are easy to use
- 80% of customer enquiries are resolved using self service options
- One click services are available
- Simple services are provided by chat bots and virtual assistants.
- Customer interactions cost less than £1 per contact
- Homes are rented and sold online
- Access to all relevant services and property info are in one online portal/app

## Mobile Working

- All Staff work anywhere, anytime with any device
- Personal and work devices have merged into one and the same
- All actions are carried out in the field, offline working is available
- Systems are intuitive and easy to use.

## Internal Processes

- We use lean processes to streamline the business
- We hold accurate data that is used to allocate resources and design services
- We use predictive analytics to forecast the future.
- Internal systems share data with each other.
- All records are digital using digital signatures.



## Smart Homes

- All new homes have internet connectivity and smart sensors
- Major components have self reporting sensors
- We are in partnership with a recognised smart tech provider
- We use lifestyle monitoring technology to sustain independence.

## Culture

- We are best in class for our digital services; digital is a way of life
- Work is something we do not somewhere we go
- Staff are highly skilled, innovative and adaptable
- An agile approach is in place, we do pilots, short bursts and we are prepared to fail fast
- Commerciality, security and compliance are a standard business focus.

**Fostering a culture of innovation, where staff and customers are empowered to use digital tools is crucial to sustaining digital transformation and realising the constituent parts of Radian's Transformation Vision**

**KPMG**



**£5m**





"THE SINKING SHIP TEAM"

# TYPES OF AGILE TEAMS TO AVOID



"THE  
WELL-OILED  
MACHINE  
TEAM"



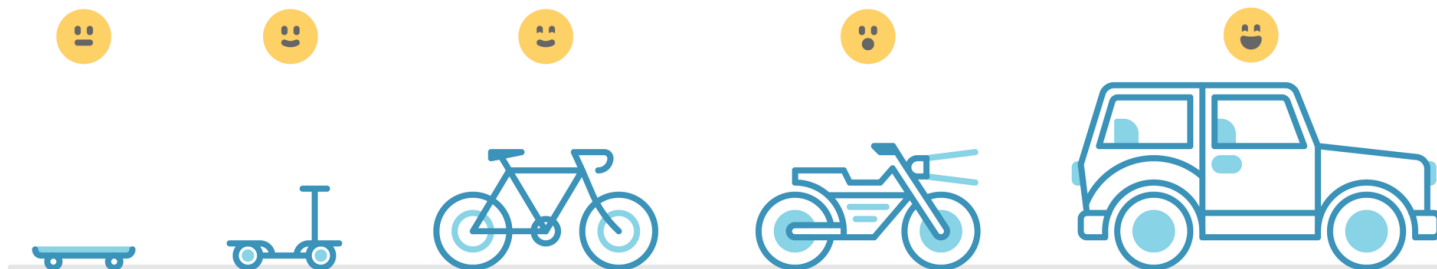
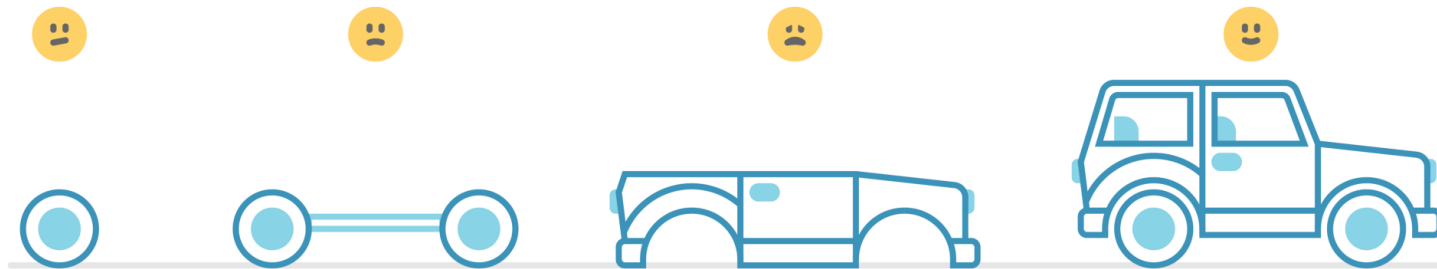
THE ROLLER  
COASTER TEAM



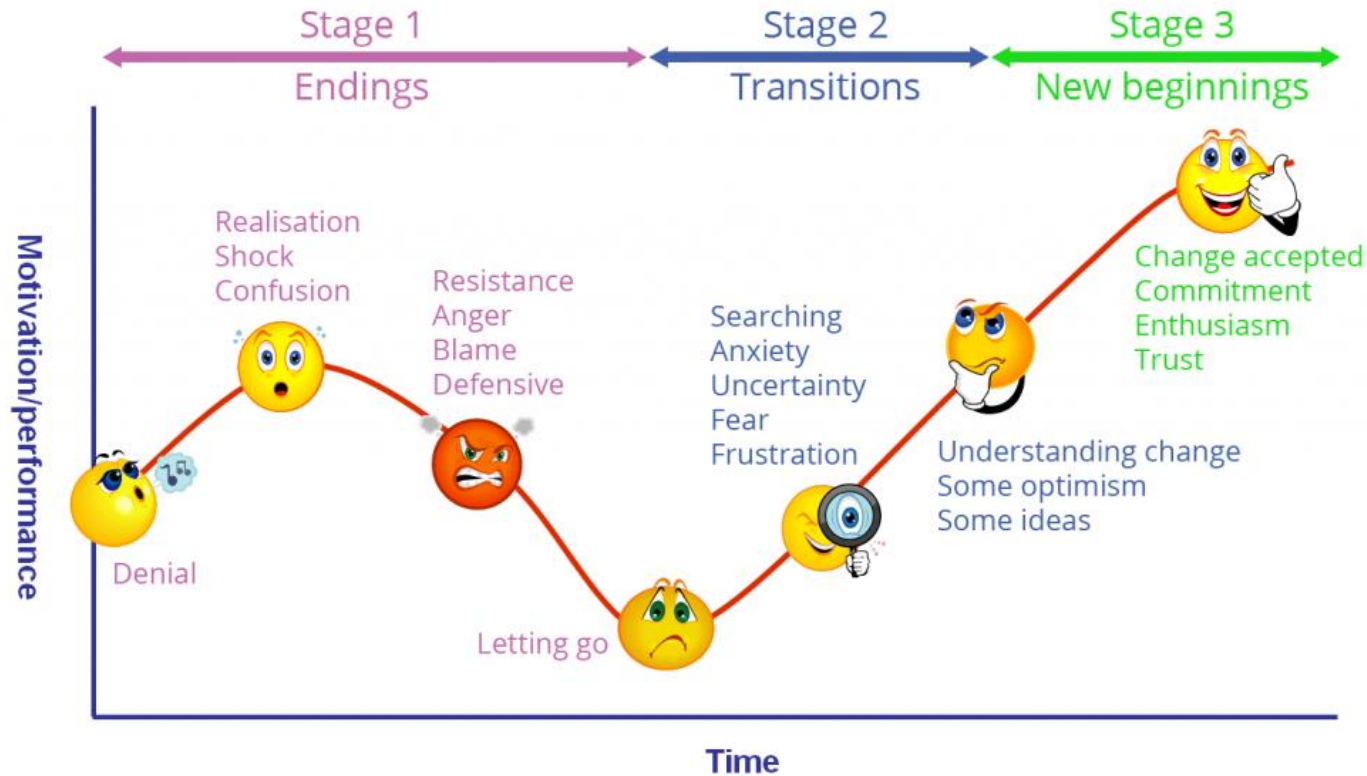


**Proof of concept**

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# success is a journey not a destination

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- Set up new team
- Agreed technical platforms
- Agreed principals and methodology
- Engaged with business
- Agree priorities
- Built PoC's to show the business
- Faster implementations
- Rolled out devices to front line staff



## Welcome to My Radian Portal

Welcome to My Radian Portal. Use the portal to view and access Radian services, including:

- view tenancy, property and personal details
- make payments
- view statements
- get help and advice
- view documents relating to your tenancy

If you registered with the old My Radian portal (before 23/10/18), you will need to create an account to use this service.



### Sign in

Sign in if you already have an account.

[Sign in →](#)

### Create an account

[Create an account →](#)

#### Before you create an account

You can create an account with just an e-mail address and password. This will allow you to make payments and see contact details.

To get the best experience, you can input your tenancy details. To do this you will need to provide the following as stated on your Radian tenancy agreement:

- your first and last names
- date of birth
- the email address that we usually contact you on
- your tenancy reference (this can be found on any correspondence that we have sent you)

## New look customer portal

View tenancy details

View rent statement

Pay rent

Fully accessible

View gas certificates

Apply for Employment  
and Training support

Log ASB

## Coming very soon

Intelligent contact us  
section

Reschedule repair  
order

Track a tradesman

Pre-tenancy application

Customer reminders

Track my enquiry



Dynamics CRM

- Single view of the customer
- Streamline and simplify enquiry management
- Move customer processes into Dynamics
- Single view of the property
- Workflow and automate where possible
- Link to portal



- Digital workspace
- Team sites
- Document storage
- Collaboration – link with Teams





“Don't let what you cannot  
do interfere with what you  
can do.”

~ John R. Wooden

